



Australian Government

TLI33113 Certificate III in Rail Customer Service

Release 2

TLI33113 Certificate III in Rail Customer Service

Modification History

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

Description

Rationale:

This is a general qualification for persons engaged in the rail customer service environment who perform tasks involving a broad range of skilled applications applied in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

Job roles:

The TLI33113 Certificate III in Rail Customer Service qualification is aligned to the following defined roles:

- Passenger Service Officer
- Senior Customer Service Assistant/Officer
- Station Manager
- Station Officer.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for TLI33113 Certificate III in Rail Customer Service

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

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	<ul style="list-style-type: none"> • Implement and monitor communication systems and procedures required for rail customer service operations • Read and interpret relevant procedures, instructions, signs and labels applicable to the job role • Speak clearly and directly on matters related to rail customer service operations • Listen to and interpret verbal information related rail customer service operations • Write/complete basic documents as part of duties • Negotiate issues with others in the course of rail customer service operations • Recognise and interpret non-verbal signs, signals and behaviour • Use relevant communication equipment
Teamwork	<ul style="list-style-type: none"> • Work effectively with others in the course of rail customer service operations • Provide leadership to team or work group • Motivate others in the workplace • Assist others in the workplace to achieve and maintain competence • Assist in the resolution of any interpersonal conflicts that may arise during rail customer service operations • Avoid and prevent the harassment of others in the workplace
Problem solving	<ul style="list-style-type: none"> • Identify and solve or report problems arising in the course of rail customer service operations • Monitor and anticipate problems that may occur in the course of rail customer service operations and take appropriate action to report or resolve the problems within limits of responsibility • Identify and control hazards and risks in a range of rail customer service operation situations and take appropriate precautions • Use mathematics to solve various calculations related to rail

- customer service operations
- Initiative and enterprise**
- Modify activities dependent on differing situations and contingencies
 - Take appropriate initiatives in a range of operational situations such as those above
 - Respond appropriately to any changes in equipment, standard operating procedures and the working environment
- Planning and organising**
- Follow and apply operational and emergency plans, systems and procedures
 - Implement the workplace security and safety management systems
 - Monitor and evaluate operational performance and compliance
 - Collect and interpret information needed in the course of rail customer service operations
 - Organise and plan work activities
 - Manage time and priorities in the course of rail customer service operations
- Self management**
- Interpret and apply procedures and instructions
 - Establish and follow own work plans and schedules
 - Evaluate own work performance
- Learning**
- Assist others to adapt to any changes in workplace systems, equipment, procedures and the workplace operating environment
 - Assist in the instruction, coaching or mentoring of others in the workplace
 - Contribute to the assessment of the competence of others in the workplace
 - Participate in the updating of own knowledge and skills required for rail customer service operations
- Technology**
- Use equipment and materials required during rail customer service operations
 - Follow and apply operational and servicing instructions for equipment used during rail customer service operations
 - Follow and apply work health and safety (WHS)/occupational health and safety (OHS) procedures when conducting rail customer service operations

Packaging Rules

Requirements for completion of the qualification

A successful assessment outcome for a total of **12 units of competency** comprising:

- **8 core units** listed below

plus

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

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

Core Units

Field	Unit		
B	Equipment Checking and Maintenance	TLIB3118A	Apply awareness of railway fundamentals
E	Communication and Calculation	TLIE3022A	Complete workplace documents
F	Safety Management	TLIF3003A	Implement and monitor occupational health and safety procedures
		TLIF3085A	Apply local incident response procedures
G	Teamwork	TLIG3003A	Apply positive behaviours in the workplace
I	Customer Service	BSBCUS201B	Deliver a service to customers
		SITXCOM401	Manage conflict
J	Quality	TLIJ3002A	Apply quality systems

General Elective Units

Field	Unit		
C	Vehicle Operation	TLIC2078A	Identify and respond to signals and trackside signs
F	Safety Management	HLTFA211A	Provide basic emergency life support
		HLTFA311A	Apply first aid
		PUAWER005B	Operate as part of an emergency control

		TLIF2010A	organisation
		TLIF2062A	Apply fatigue management strategies
		TLIF2080C	Apply awareness of safeworking rules and regulations
		TLIF2081B	Safely access the rail corridor
		TLIF3058A	Perform lookout duties
			Apply safeworking rules and regulations to rail functions
G	Teamwork	TLIG3002A	Lead a work team or group
I	Customer Service	BSBCUS301B	Deliver and monitor a service to customers
L	Resource Management	BSBWOR301B	Organise personal work priorities and development
		PSPGOV205B	Participate in workplace change
		TLIL3072A	Operate signal panel or equipment
O	Security	TLIO2011A	Provide revenue protection measures
		TLIO3012A	Manage disruptive and/or unlawful behaviour
		TLIO3015A	Maintain security of railway property and revenue
P	Administration and Finance	TLIP2039A	Ensure the confidentiality, privacy and security of customer information
		TLIP3034A	Advise on and construct fares for passengers
U	Environment	TLIU2012	Participate in environmentally sustainable work practices
W	Equipment and Systems Operations	TLIW2037B	Clip and secure points

Custom Content Section

Not applicable.