



Australian Government

TLID3050A Coordinate furniture removal

Release 1

TLID3050A Coordinate furniture removal

Modification History

Release 1. This is the first release of this unit.

Unit Descriptor

This unit involves the skills and knowledge required to coordinate the removal of furniture and effects, including the correct parking of a removal vehicle, determining access arrangements, identifying potential hazards, developing, communicating and monitoring an appropriate removal plan prior to uplift, and completing all relevant records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with workplace procedures, relevant standards and certification requirements.

Work is performed under some supervision, generally in a team environment. Defined accountability and responsibility for self and others in achieving the required outcomes is involved.

This unit involves the application of standard furniture removal procedures by removal crew members when coordinating removals across a variety of removal contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

- | | |
|-----------------------------------|---|
| 1 Park vehicle | <ul style="list-style-type: none">1.1 Vehicle is parked with due consideration of critical factors1.2 Need for use of visual safety equipment is determined and where applicable this equipment is positioned in accordance with workplace procedures, local authority requirements and state/territory requirements1.3 Access to vehicle is planned to ensure minimisation of traffic wear on gardens and lawns, and avoidance of obstructions1.4 Potential external hazards are identified and appropriate action is planned to minimise risk of injury and/or damage to items and equipment during removal activities |
| 2 Define job requirements | <ul style="list-style-type: none">2.1 Customer needs and perception of job are clearly established through appropriate questioning and discussion based on removal consultant appraisal2.2 In consultation with customer, consultant/client inventory is checked for accuracy and any discrepancies are made known to appropriate workplace personnel in accordance with workplace procedures2.3 Initial inspection of total job is undertaken with customer and an appropriate loading sequence is ascertained2.4 Potential internal hazards are identified and appropriate action is planned to minimise risk or injury and/or damage to items, equipment or structure2.5 Special requirements are identified and negotiated with customer2.6 Customer is appropriately advised of any pre-damaged or damage-risked items and appropriate documentation is completed2.7 Dangerous or hazardous items that are unacceptable for removal are identified and customer is appropriately informed2.8 Confirmation is made that items are appropriately prepared for travel, in accordance with workplace procedures |
| 3 Plan and monitor loading | <ul style="list-style-type: none">3.1 Loading plan is confirmed in consultation with appropriate onsite removal team members3.2 Confirmed loading plan is communicated to all onsite removal team members3.3 Relevant information regarding loading plan is communicated to dispatch staff or other appropriate personnel in accordance with |

workplace procedures

- 3.4 Removal team performance is monitored to ensure requirements of loading plan are met
- 4 Complete records**
- 4.1 Required records are updated accurately, legibly and promptly according to company procedures
 - 4.2 Records are checked to ensure they include all required information relevant to the job

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Company work procedures
- Customer service requirements including language, courtesy, behaviour and problem solving
- Furniture removal procedures and codes of practice
- Hazards that may be experienced on a removal job and related hazard control measures
- Items unsuitable for removal and associated reasons
- Records and signed agreements that are completed during an initial removal survey and related procedures
- Relevant agreements and legislation applicable to furniture removal
- Relevant state/territory road traffic authority license and traffic regulations
- Relevant vehicle parking safety requirements
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation and policies
- Special requirements that may need to be addressed in a removal and related procedures to be adopted

Required skills:

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Communicate effectively with others when coordinating a removal
- Complete required documentation
- Identify hazardous or dangerous items unacceptable for removal
- Implement contingency plans for unanticipated situations that may occur
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Monitor work activities in terms of removal/loading plan
- Operate electronic communication equipment to required protocol
- Promptly report and/or rectify any identified problems that may arise in accordance with regulatory requirements and workplace procedures
- Provide leadership and encouragement to team members
- Read and interpret relevant instructions, procedures, information and signs
- Select and use required personal protective equipment conforming to industry and WHS/OHS standards
- Work collaboratively with others
- Work systematically with required attention to detail without injury to self or others or damage

to furniture or equipment

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- required knowledge and skills
- relevant legislation, workplace procedures and industry standards
- other relevant aspects of the range statement.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessments
- an appropriate range of relevant operational situations in the workplace.

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, industry standards, codes of practice and operation manuals.

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation.

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- Removal sites may include:
- commercial premises
 - domestic premises
 - industrial premises
- Customers may be:
- external
 - internal
- Operations may be conducted:
- by day or night
 - in a variety of weather conditions
- Critical factors when parking a removal vehicle may include:
- obstructions and hazards
 - parking and traffic restrictions
 - positioning of vehicle
 - required permissions (customer, body corporate)
 - suitability of driveway (e.g. to support vehicle weight)
- Personal protective equipment may include:
- gloves
 - high visibility vests
 - safety footwear
 - safety glasses
- Hazards may include:
- door and passageway widths and tight internal corners
 - driveway length and surface
 - lawn sprinklers on automatic timers
 - low hanging light fittings and other fixture obstructions
 - obstructions
 - parking restrictions
 - power and telephone lines, trees and landscaping
 - stairs and steps
 - uneven or unstable ground
 - unfriendly pets
- Requirements for access may include:
- additional gear and equipment
 - authorities and permits
 - communications equipment
 - hours of operation
 - personal protective equipment
 - removal duration
 - site restrictions and procedures

- Loading plan may include:
- site security arrangements
 - estimated time to complete loading
 - loading sequence of furniture and effects
 - positioning of load on vehicle
- Consultative processes may involve:
- customers
 - management and other office personnel
 - occupational health and safety specialists
 - other employees and supervisors
 - other professional and technical staff and trades people
 - union representatives
- Special requirements may include:
- dismantling items
 - temporary removal of doors and fittings on site
 - using of tradespersons such as electricians, carpenters, cabinet makers
- Communications may include:
- fixed and mobile phones, radio, fax, laptop computer/Internet
 - oral/aural communications
 - written communications, including completing and signing documents
- Workplace procedures may include:
- company procedures
 - enterprise procedures
 - established procedures
 - organisational procedures
- Calculations may involve the basic use of a range of technology including:
- calculator
 - computer
 - manual techniques
- Documentation may include:
- consultant appraisal report
 - customer instructions
 - emergency procedures
 - incident reports
 - job dockets
 - job safety analysis
 - job specifications and procedures
 - manufacturer specifications
 - quality assurance procedures
 - risk assessment procedures
 - site plan
 - standards and certification requirements
 - workplace operating procedures and policies
- Applicable procedures and codes may
- local council regulations and requirements

include:

- relevant state/territory:
 - environmental protection legislation and regulations
 - roads and traffic authority vehicle driver licence requirements
 - traffic Act and related regulations
 - WHS/OHS legislation and regulations

Visual safety equipment may include:

- barriers
- bollards
- safety cones
- safety tape
- warning and advisory signs

Appropriate workplace personnel may include:

- customer service supervisor/manager
- operations supervisor/manager

Unit Sector(s)

Not applicable.

Competency Field

D - Load Handling