



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLII3021A Provide customer service in rail operations**

**Release: 1**

## **TLII3021A Provide customer service in rail operations**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to provide customer service in rail operations according to regulatory, legislative and workplace requirements. It includes preparing to assist customers at platforms and/or on train; providing assistance to customers including appropriate support to customers during their journey. Licensing or certification requirements are not applicable to this unit.

### **Application of the Unit**

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Work is generally performed without supervision and in a team environment. It involves the provision of service to customers requiring assistance both on and off a train.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## **Employability Skills Information**

**Employability Skills**            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

ELEMENT	PERFORMANCE CRITERIA
<b>1 Establish contact with customers</b>	1.1 Customer is acknowledged and greeted in a professional, courteous and concise manner according to organisational requirements 1.2 Personal dress and presentation is maintained in line with organisational requirements 1.3 Communication using appropriate interpersonal skills to facilitate accurate and relevant exchange of information is used 1.4 Sensitivity to customer specific needs and any cultural and individual differences is maintained 1.5 Genuine interest in customer needs is displayed
<b>2 Identify customer needs</b>	2.1 Appropriate questioning and active listening is used to determine customer needs 2.2 Urgency of customer needs is assessed to identify priorities for service delivery 2.3 Customers with special needs and the appropriate customer service are identified
<b>3 Deliver service to customers</b>	3.1 Prompt customer service is provided to meet identified needs according to organisational requirements 3.2 Customer communications are conducted in a clear, concise and courteous manner 3.3 Customer inquiries are dealt with courteously and efficiently 3.4 Questions are used to clarify the customer's needs or concerns 3.5 Knowledge of services and/or operations is used to answer customer queries or to respond to customer needs 3.6 Customer is directed to or assistance from other staff is sought when a customer's inquiry cannot be fully answered 3.7 Opportunities to enhance the quality of service and products are identified and action is taken to improve the service whenever possible 3.8 Information regarding problems and delays and follow up within appropriate timeframes as necessary is provided 3.9 Where required, customer inquiries and associated action/s are recorded and/or reported and in accordance with workplace procedures
<b>4 Prepare for customers with special needs (if appropriate)</b>	4.1 Vigilance is maintained for customers with special needs/disabilities on the train and/or station platform 4.2 Actions to assist customers with special needs are identified in accordance with workplace procedures and/or requirements
<b>5 Provide assistance to customers with special</b>	5.1 Ancillary equipment is utilised where appropriate for customers in wheelchairs/prams, if required

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
<b>needs (if appropriate)</b>	5.2 Customers are assisted in a courteous manner, sensitive to the special need 5.3 Ongoing support and/or vigilance is provided to the customer with special needs to maximise their travelling safety and comfort 5.4 Ancillary equipment is utilised safely in accordance with workplace procedures and safety regulations
<b>6 Communicate regarding customers with special needs</b>	6.1 Communication with other personnel is used in situations where dealing with customers with special needs may cause delays to service 6.2 Where required, other personnel are informed about the presence of customers with special needs

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

#### Required knowledge:

- Relevant legislation, regulations and organisational policies and procedures
- Procedures for operating/using ancillary equipment
- Service timetables and network information
- Availability and types of alternative service for customers with special needs

#### Required skills:

- Communicate effectively with others when transporting customers
- Read and interpret instructions, procedures, information and signs relevant to the transporting of customers
- Interpret and follow operational instructions and prioritise duties according to customer needs
- Complete documentation related to the transporting of customers with special needs (if applicable)
- Operate electronic communication equipment to required protocol
- Use ancillary equipment (if applicable)
- Work collaboratively with others when transporting passengers with special needs
- Promptly report and/or rectify any identified problems that may occur when transporting passengers with special needs in accordance with regulatory requirements and workplace procedures

**Required skills:**

- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Adapt to differences in equipment in accordance with standard operating procedures

**Evidence Guide****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 competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
  - identifying different categories of customer needs
  - identifying service and/or operational information commonly requested by customers
  - identifying other types of inquiries that are likely to be made, and appropriate responses

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is

## EVIDENCE GUIDE

- required to:
- relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, 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, and/or
    - in an appropriate range of situations in the workplace

## Range Statement

### 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.

- Transporting of customers may be carried out:
- by day or night
  - in all weather conditions
  - on station platforms
  - on electric passenger trains
- Customers with special needs may include:
- people with disabilities, which may include physical, intellectual, psychiatric, neurological, sensory, learning disabilities
  - the elderly
  - people with prams/small children
  - people with luggage
- Service information and services provided may include:
- timetables
  - network layout
  - ticketing information
  - alternative transport
  - other customer service options
  - local area information
- Ancillary equipment may include:
- wheelchair ramps
  - hearing loops

## RANGE STATEMENT

- audible alarms
  - visual alerts
  - platform markers for visually impaired customers
  - emergency evacuation equipment
- Pre-operational visual checks may include:
- customers on platforms
  - ancillary equipment
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
  - enterprise procedures
  - organisational procedures
  - established procedures
- Documentation/records may include:
- workplace instructions and procedures for the transport of passengers with special needs
  - manufacturers instructions, specifications and recommended operating procedures for ancillary equipment, including pre-operational checks
  - emergency procedures
  - record book
- Applicable procedures and codes may include:
- relevant state OH&S legislation
  - relevant anti-discrimination legislation
  - relevant state environmental protection legislation

## Unit Sector(s)

Not Applicable

## Competency Field

**Competency Field** I - Customer Service