



Australian Government

TLI3022A Provide customer service in rail operations

Release 1

TLII3022A Provide customer service in rail operations

Modification History

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

This unit replaces but is not equivalent to TLII3021A Provide customer service in rail operations.

Reference to customers with special needs has been removed from this unit and a new unit has been developed, TLII2020A Provide assistance to customers with specific needs.

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 provide and providing assisting customers at platforms and/or on a train. Licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

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

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 Establish contact with customers**
 - 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 Effective communication and interpersonal skills are used to facilitate accurate and relevant exchange of information
 - 1.4 Sensitivity to customer specific needs and any cultural and individual differences is maintained
 - 1.5 Genuine interest in customer needs is displayed
- 2 Identify customer needs**
 - 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 specific needs and the appropriate customer service are identified
- 3 Deliver service to customers**
 - 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 customer 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 other staff and/or assistance from other staff is sought when customer 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, delays and follow up within appropriate timeframes as necessary is provided
 - 3.9 Customer inquiries and associated action/s are recorded and/or reported in accordance with workplace procedures as required

Required Skills and Knowledge

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

Required knowledge:

- Availability and types of alternative service for customers during planned and unplanned events that may affect regular services
- Relevant documentation/records:
 - emergency procedures
 - record book
- workplace instructions and procedures for transporting customers with specific needs
- Relevant state/territory and commonwealth legislation, regulations and organisational policies, procedures and codes, such as:
 - anti-discrimination legislation
 - environmental protection legislation
 - privacy
 - WHS/OHS legislation
- Service timetables and network information

Required skills:

- Adapt to differences in equipment in accordance with standard operating procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others when transporting customers
- Interpret and follow operational instructions and prioritise duties according to customer needs
- Modify activities depending on operational contingencies, risk situations and environments
- Operate electronic communication equipment to required protocol
- Read and interpret instructions, procedures, information and signs relevant to transporting customers

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 demonstration of applying:

- required 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 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 assessment, and/or
- 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, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals..

Method of assessment

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

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

Information may include:

- alternative transport
- local area information
- network layout
- other customer service options
- ticketing information
- timetables

Unit Sector(s)

Not applicable.

Competency Field

I - Customer Service