



Australian Government

Department of Education, Employment and Workplace Relations

TLIL4010A Assess and confirm customer transport requirements

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to assess and confirm customer freight transport requirements, including assessing the goods/stock to be transported, determining the transit needs and any special requirements, confirming requirements with the customer and completing all required documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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Work involves discretion and judgement for self and others in assessing and confirming customer freight transport requirements. It is performed under minimum supervision with general guidance on progress and outcomes of work.

A range of opportunities may be used to develop the workplace and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisation's goals and key performance objectives.

Work involves responsibility for the assessing and confirming customer freight transport requirements and the provision of leadership of others either individually or in teams.

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
1 Assess goods/stock to be transported	1.1 Customer service parameters are followed in accordance with workplace procedures 1.2 In consultation with customer key characteristics of the goods/stock to be transported are determined 1.3 Regulatory and/or specific requirements for load shipment are identified 1.4 Specific load handling characteristics/requirements are identified 1.5 Task requirements are matched to workplace capability and operational focus
2 Determine transit requirements	2.1 Applicable transportation modes are matched for customers geographic location, load packaging characteristics, quantity of goods to be transported and any special requirements 2.2 Required pick-up and destination point(s) are identified and assessed for safe access and operation 2.3 Specified transit times and routes are identified and agreed with customer 2.4 Transportation mode(s) are determined with customer with regard to load characteristics, transit requirements and cost-effectiveness 2.5 Risk assessment of transport service is undertaken in accordance with workplace policy and procedures
3 Complete documentation	3.1 Decisions for proceeding with task are undertaken or referred in accordance with workplace procedures and within scope of authority 3.2 Parameters of service requirements for the workplace and customer are documented 3.3 Quotations for services/specifications are itemised and documented 3.4 Legislative, insurance or specific conditions for load transport are recorded

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

REQUIRED KNOWLEDGE AND SKILLS

- Relevant and regulatory and code requirements including mass and load regulations
- Relevant OH&S and environmental protection policies and procedures
- Workplace protocols and procedures for the assessing and confirming customer transport requirements
- Strategies to implement continuous improvement processes
- Focus of operation of customer service and quotation/specification systems and resources
- Typical problems that can occur when assessing and confirming customer transport requirements and related appropriate action that can be taken

Required skills:

- Communicate effectively with others when assessing and confirming customer transport requirements
- Negotiate with others when assessing and confirming customer transport requirements
- Read and interpret instructions, procedures, information and signs relevant to the assessment and confirmation of customer transport requirements
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the assessment and confirmation of customer transport requirements
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Work collaboratively with others when assessing and confirming customer transport requirements
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when assessing and confirming customer transport requirements in accordance with regulatory requirements and workplace procedures
- Plan work activities, including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and 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

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 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 at the registered training organisation, 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.

The workplace environment may involve twenty-four hour operation and may include:

- single and multi-site locations
- large, medium and small companies

Services, products, risks, work systems and requirements may:

- potentially vary across different sections of the workplace

Operations involve:

- internal and external customer contact and coordination

Consignments may be:

- single and multi-site locations
- palletised
- containerised
- packaged or loose
- in gas, liquid or solid form

Special freight transport requirements may involve:

- single and multi-site locations
- temperature controlled stock
- live stock
- dangerous goods
- hazardous substances
- specific security arrangements
- oversized/overmassed loads

Decision to provide service to customer is:

- undertaken within scope of authority

Decisions should reflect:

- the scope of the organisation to undertake the task
- and/or to outsource some or all of the task

Key characteristics of the goods/stock to be transported may include the:

- type of goods to be transported
- load characteristics including perishability, spoilage, fragility, compatibility
- packing and stowing requirements for load
- aggregate size and capacity of load to be transported

Consultative processes may involve:

- existing and potential customers/clients
- other employees and supervisors
- suppliers
- manufacturers
- relevant authorities
- management
- union representatives
- OH&S specialists

RANGE STATEMENT

- Communications systems may involve:
- other maintenance, professional or technical staff
 - face-to-face conversation
 - telephone
 - fax
 - email
 - electronic data transfer of information (EDI)
 - mail
- Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:
- company plans/procedures
 - enterprise plans/procedures
 - organisational plans/procedures
 - established plans/procedures
- Information/documentation may include:
- workplace procedures and policies
 - customer service standards and procedures
 - supplier and/or client instructions
 - workplace products and services information
 - quality assurance standards and procedures
 - regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
 - manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
 - Dangerous Goods Codes and related regulations and documentation including material safety data sheets
 - relevant agreements, codes of practice including the national standards for services and operations
 - reports of accidents and incidents
 - workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
 - legislation, regulations and related documentation relevant to workplace operations
- Applicable regulations and legislation may include:
- relevant regulations, standards and codes of practice
 - trading regulations relevant to business operations
 - relevant Australian and state/territory OH&S legislation
 - environmental protection regulations
 - hazardous substances and dangerous goods codes
 - relevant Australian standards and certification requirements
 - licence, patent or copyright arrangements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management