



Australian Government

Department of Education, Employment and Workplace Relations

TLIL4034A Arrange alternative passenger transport

Release: 1

TLIL4034A Arrange alternative passenger transport

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to arrange alternative passenger transport in accordance with workplace requirements, including identifying and confirming transport requirements, arranging alternative transport, and monitoring and updating transport arrangements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

Work is performed individually, and skills are required to work within a team environment.

Work involves the application of regulatory and code requirements and workplace procedures when arranging alternative passenger transport as part of workplace activities in the rail transport and allied industries.

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 Identify and confirm transport requirements	1.1 Need for alternative passenger transport is identified with minimal actual disruption to services 1.2 Period for which alternative transport is required is determined from situation and services 1.3 Timetables, passenger loadings and luggage quantities are determined from workplace information systems 1.4 Requirements to cater for disabled passengers or others with special needs are determined
2 Arrange alternative transport	2.1 Type and number of transport units required is determined to provide cost effective movement within workplace guidelines for minimal disruption 2.2 Alternative transport is arranged within workplace policies and procedures to meet anticipated need 2.3 Arrangements are made to provide assistance for passengers with special needs 2.4 Relevant OH&S requirements are identified and included in transport planning considerations
3 Monitor and update transport arrangements	3.1 Passengers are informed of alterations to services as quickly as possible 3.2 Relevant details of incidents are collected and recorded in accordance with workplace policies and procedures for future reference, analysis and investigation purposes 3.3 Irregularities outside own area of responsibility are referred to nominated person or section 3.4 Alternative transport arrangements and related financial transactions are documented to meet operational requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S procedures and guidelines
- Workplace procedures and policies for arranging alternative passenger transport

REQUIRED KNOWLEDGE AND SKILLS

- Contact arrangements for other transport organisations available to provide alternative transportation
- Protocols for contacting other transport organisations
- Train timetables
- Alternative transport options
- Road transport service planning processes
- Equipment, and materials used when arranging alternative passenger transport, and procedures that should be followed in their use
- Problems that may occur when arranging alternative passenger transport and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when arranging alternative passenger transport

Required skills:

- Communicate and negotiate effectively with others when arranging alternative passenger transport
- Read and interpret instructions, procedures, information and signs relevant to the arrangement of alternative passenger transport
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the arrangement of alternative passenger transport
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when arranging alternative passenger transport
- 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 occur when arranging alternative passenger transport in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when arranging alternative passenger transport
- Analyse contingency situations for their impact on services
- Schedule and monitor work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the arrangement of alternative passenger transport
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant office and communications equipment and materials when arranging alternative passenger transport

Required skills:

- Adapt to differences in transport situations in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

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

EVIDENCE GUIDE

- 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.

- | | |
|--|---|
| Work may be conducted in: | <ul style="list-style-type: none"> • a range of work environments • by night or day |
| Situations creating a need for alternative transport may include: | <ul style="list-style-type: none"> • planned track shut down • unplanned track shut down • out-of-schedule running which affects connecting services |
| Types of alternative transport can include: | <ul style="list-style-type: none"> • buses • taxis • air services |
| Train timetables considered in planning arrangements include: | <ul style="list-style-type: none"> • all services offered by the organisation potentially affected by the contingency situation |
| Alternative transport may include: | <ul style="list-style-type: none"> • buses • trams • taxis • hire cars • ferries |
| Alternative transport information requirements may be obtained from: | <ul style="list-style-type: none"> • timetables • passenger loading information • workplace instructions and guidelines • plans incorporating track shutdowns • relevant staff and management providing information on unplanned track shutdowns • incident details |
| Consultative processes may involve: | <ul style="list-style-type: none"> • customers • other workplace personnel • supervisors and managers • representatives of other transport organisations • official representatives |

RANGE STATEMENT

Communication in the work area may include:

- phone
- fax
- email/internet
- electronic data interchange (EDI)
- radio
- oral, aural or signed communications

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- work instructions, job description and induction materials
- workplace plans incorporating track shutdowns
- timetables
- passenger loading information
- contingency incident details and/or information on unplanned track shutdowns
- manufacturers specifications for office and communications equipment and materials
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice and regulations
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management