



**Australian Government**

# **TLIL4084A Control daily tram/light rail operations**

**Release 1**

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## **Modification History**

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

## **Unit Descriptor**

This unit involves the skills and knowledge required to monitor and control daily tram/light rail operations in accordance with organisational procedures, regulatory requirements and codes of practice. It includes monitoring tram/light rail operations, dealing with disruptions or delays and completing documentation.

Licensing, legislative or certification requirements are not applicable to this unit.

## **Application of the Unit**

Work involves the application of routine operational principles and procedures to the monitoring and control of daily tram/light rail operations.

## **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

- |   |   |
|---|---|
| <b>1 Monitor tram/light rail operations</b>                           | <ul style="list-style-type: none"><li>1.1 Matters for attention book, daily notices and any other documentation are checked for possible impact on daily tram/light rail operations</li><li>1.2 Current status of tram/light rail operations and tactical situations are identified in accordance with organisational procedures</li><li>1.3 Any problems or delays are identified and current situation is noted in accordance with organisational procedures</li><li>1.4 Communication with appropriate personnel is established and/or maintained in accordance with organisational procedures</li></ul>   |
| <b>2 Deal with disruptions and delays to tram/light rail services</b> | <ul style="list-style-type: none"><li>2.1 Disruptions, delays or potential delays are identified through notices or information from appropriate personnel or authorities</li><li>2.2 Contingency plans are developed and implemented to cater for unplanned events in accordance with organisational procedures</li><li>2.3 Tram/light rail service is adjusted to meet operational and customer service requirements</li><li>2.4 Availability of resources to implement contingency plan is confirmed with appropriate personnel and resources are allocated in accordance with organisational requirements</li><li>2.5 Where non- routine delays occur advice is disseminated in accordance with organisational requirements</li></ul> |
| <b>3 Complete documentation</b>                                       | <ul style="list-style-type: none"><li>3.1 Out of course delays and disruptions are documented in accordance with organisational procedures</li><li>3.2 Completed documentation is filed and stored according to organisational requirements</li></ul>   |

## Required Skills and Knowledge

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

Required knowledge:

- Communication protocols for relevant personnel and authorities
- Electrical system
- Familiarity with depots working
- Location of tram/light rail and heavy rail interfaces
- Organisational procedures for monitoring and controlling tram/light rail operations
- Regulatory requirements
- Road rules and traffic signalling system requirements
- System geography and limitations

Required skills:

- Communicate effectively with others when monitoring and controlling tram/light rail operations
- Read and interpret instructions, procedures, and information relevant to monitoring and controlling tram/light rail operations
- Work collaboratively with others when monitoring and controlling tram/light rail operations
- Work systematically with required attention to detail

## 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:

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

Assessment must include exercises that demonstrate competent performance of the following in a range of situations:

- identifying organisational documentation related to tram/light rail operations
- implementing contingency plans for unplanned events
- following documentation procedures to organisational standards.

### **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 appropriate activities in a 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.

Tactical situations may include:

- early running, late running, very late running
- emergency
- ghost trams
- no layover
- no vehicle assigned to a run
- stopped vehicle
- ticket machine alarms
- vehicle not assigned
- vehicle off route

Disseminating advice may include:

- disruption notification service (DNS)
- passenger information display system (PIDS)
- passenger information system (PIS)
- public address (PA) announcements
- radio
- short message service (SMS)
- telephone calls

Appropriate personnel may include:

- council representatives
- customer service staff
- depot foremen
- depot starters
- electrical service provider representatives
- help desk foremen
- line officers
- managers
- network controllers
- network officers
- road traffic authorities
- rolling stock breakdown crews
- shift managers
- track maintenance crews
- tram/light rail drivers

## Unit Sector(s)

Not applicable.

## **Competency Field**

L – Resource Management