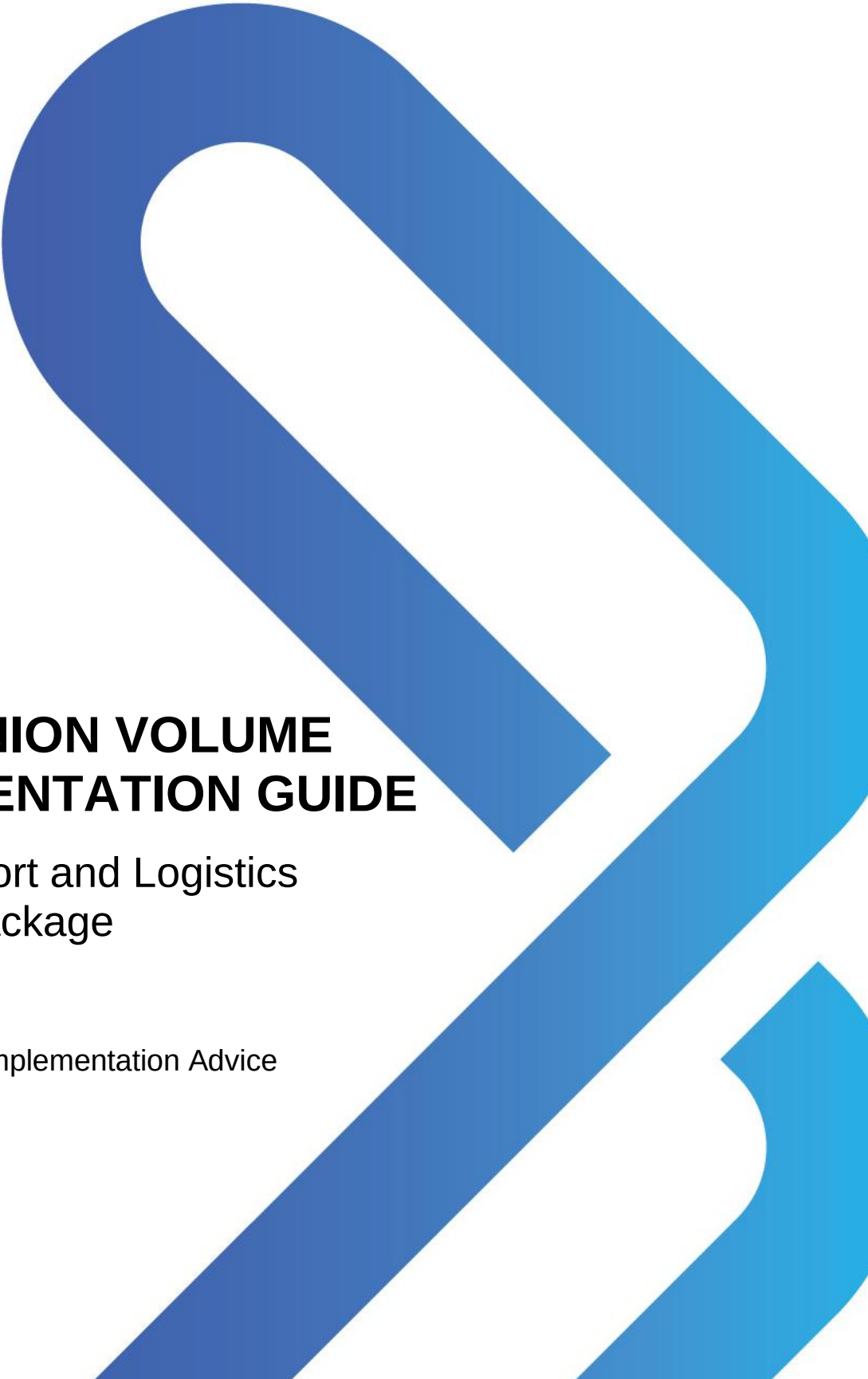




COMPANION VOLUME IMPLEMENTATION GUIDE

TLI Transport and Logistics
Training Package

Release 16.0

Attachment F: Implementation Advice
For TLIL – TLIP

The following Companion Volume Implementation Guides (CVIG) Attachments are kept in separate files for ease of access. Attachment breakdown below.

ATTACHMENT A-C:

Qualification Mapping

Skill Sets Mapping

Units of Competency Mapping

ATTACHMENT D:

Summary of Qualification Licensing/Regulatory information

ATTACHMENT E:

Training Package pathways advice

ATTACHMENT F:

TLI Implementation Advice – TLIA - TLIB

TLI Implementation Advice – TLIC – TLID

TLI Implementation Advice – TLIE– TLIK

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ATTACHMENT G-H:

CVIG – Quality Assurance Process

CVIG - Template

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About Industry Skills Australia 1

Attachment F: Implementation advice 2

ABOUT INDUSTRY SKILLS AUSTRALIA

Industry Skills Australia (ISA) has been appointed as the Jobs and Skills Council for the nation's Transport and Logistics, Rail, Aviation and Maritime industries and the emerging sectors of Omnichannel Logistics and Distribution, and Air and Space Transport and Logistics.

Jobs and Skills Councils have **four (4) broad roles**:

1. **Industry Stewardship** which involves gathering industry intelligence to reliably represent the views and needs of industry back to the VET system and its decision-makers
2. **Workforce Planning** which enables industry to identify its workforce development issues and design high-impact solutions, which are then captured in the Committee's national Workforce Plan for the industry
3. **Training Product Development** which focusses on improving the quality, speed to market and responsiveness of training products to employer and workforce needs
4. **Implementation, promotion and monitoring** which involves supporting training providers, promoting careers and monitoring how well the system is meeting the needs of industry and learners.

Jobs and Skills Councils replace and subsume the work of previous Industry Reference Committees, Skills Service Organisations and Skills Organisations.

ISA was established in early 2023, 28 years after its predecessor the Transport and Logistics Industry Skills Council (TLISC) was established in 1996 and Australian Industry Standards (AIS) in 2016. More information about ISA can be found at www.industryskillsaustralia.org.au.

ATTACHMENT F: IMPLEMENTATION ADVICE

L: Resource Management

TLIL0004 Apply conflict and grievance resolution strategies	
Communications systems may involve:	• email • face-to-face conversations and meetings • fax • mail • telephone
Information/documentation may include:	• award, enterprise bargaining agreement, workers compensation, and other industrial arrangements • conditions of service, relevant legislation, regulations and related documentation • emergency procedures • goods identification numbers and codes • job specifications • manifests, bar codes, goods and container identification • manufacturer specifications • safety data sheets (SDS)/material safety data sheets (MSDS) • quality assurance procedures • records of action to resolve conflicts/grievances and documentation of agreements reached • relevant Australian Standards and certification requirements • relevant codes of practice, including the Codes of Practice for Manual Handling and the Industry Safety Code • supplier and/or client instructions • workplace procedures for the resolution of conflicts/grievances
Applicable regulations and legislation may include:	• environmental protection regulations • hazardous substances and dangerous Goods • licence, patent or copyright arrangements • relevant Australian and state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation • relevant Australian Standards and certification requirements • relevant regulations, standards and codes of practice • trading regulations relevant to business operations
TLIL0005 Assess and confirm customer transport requirements	
Special freight transport requirements may involve:	• dangerous goods

	• hazardous substances • livestock • oversized/overmassed loads • single and multi-site locations • specific security arrangements • temperature controlled stock
Key characteristics of the goods/stock to be transported may include the:	• aggregate size and capacity of load to be transported • load characteristics, including perishability, spoilage, fragility and compatibility • packing and stowing requirements for load • type of goods to be transported
Information/documentation may include:	• Australian Dangerous Goods (ADG) Code and related regulations and documentation including safety data sheets (SDS)/material safety data sheets (MSDS) • customer service standards and procedures • legislation, regulations and related documentation relevant to workplace operations • manufacturer/supplier specifications, advice, recommended procedures, policies and instructions • quality assurance standards and procedures • regulations and policies relating to minimising risks to the environment and ensuring compliance with work health and safety (WHS)/occupational health and safety (OHS) requirements • relevant agreements, codes of practice including the industry standards for services and operations • reports of accidents and incidents • supplier and/or client instructions • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • workplace procedures and policies • workplace products and services information
Applicable regulations and legislation may include:	• environmental protection regulations • hazardous substances and dangerous goods codes • licence, patent or copyright arrangements • relevant Australian and state/territory WHS/OHS legislation • relevant Australian Standards and certification requirements • relevant regulations, standards and codes of practice

	trading regulations relevant to business operations
TLIL0007 Complete workplace induction procedures	
Applicable regulations and legislation may include:	- Australian Dangerous Goods (ADG) Code and freight regulations and codes - environmental protection regulations - equal employment legislation and related policies - licensing requirements for driving and carrying particular classes of goods - relevant Australian and state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation - relevant regulations, standards and codes of practice, including the Australian Standards for Manual Handling and the Industry Safety Code - workers compensation legislation - workplace relations legislation
Consultative processes may involve:	- clients - contractors - industrial relations and WHS/OHS specialists - local government authorities - managers - official representatives - other professional or technical staff - supervisors/team leaders - union representatives - visitors - workplace personnel
Hazards may include:	- dust and vapours - hazardous or dangerous materials - humidity, air temperature and radiant heat - light, including UV - noise - uneven ground, steps, road surfaces, work surfaces - vehicular traffic and pedestrians - working at heights
Personal protective equipment (PPE) may include:	- gloves - high visibility clothing - safety headwear and footwear - sunscreen, sunglasses and safety glasses

	• two-way radios
TLIL0008 Coordinate the erection and dismantling of temporary facilities	
Requirements for work may include:	• authorities and permits • communications/recording equipment • emergency procedures • licensing requirements • site restrictions and procedures • use of safety and personal protective equipment (PPE)
Hazards in the work area may include:	• chemicals and pesticides • dangerous or hazardous substances • debris on floor • electrical equipment • faulty equipment • humidity, air temperature and radiant heat • noise, light and energy sources • stationary and moving equipment, parts and materials
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • protective clothing • respirators and fume/dust masks • safety glasses • safety headwear and footwear • two-way radios
Information/documents may include:	• Australian and international standards, criteria and certification requirements • award, workplace bargaining agreement, other industrial arrangements • codes of practice, including the Codes of Practice for Manual Handling and the Industry Safety Code • competency standards and training materials • emergency procedures • induction documentation • manufacturer specifications and instructions • safety data sheets (SDS)/material safety data sheets (MSDS) • operations manuals, job specifications and procedures • quality assurance procedures • relevant regulations, including the Australian Dangerous Goods (ADG) Code

	• supplier and/or client instructions • work health and safety (WHS)/occupational health and safety (OHS) procedures • workplace operating procedures and policies
Applicable regulations and legislation may include:	• ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods • legislation regarding the use of fumigants/poisons • relevant Australian and international standards and certification requirements • relevant codes and regulations pertaining to grain storage • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • workers compensation regulations • workplace relations regulations, including equal opportunity, equal employment opportunity and affirmative action legislation
TLIL0009 Develop rosters	
• Roster types may include:	• combined rosters • set rosters • support rosters
• Elements of operations relevant to development of rosters may include:	• arrival and departure requirements • equipment capacities and limitations • passenger service needs • requirements for absentee coverage • safe work systems and requirements • stakeholder capabilities • station, interchange and terminal operations • support services • transport services offered by the organisation
• Work rosters may cover:	• long distance freight services • long distance passenger services • maintenance vehicle operations • short distance freight services • urban passenger services
• Staff covered by work rosters may include:	• crew transport personnel • driving and driving support crews • freight handling personnel • interchange personnel

	• passenger assist/customer service personnel • revenue collection officers • security officers • shunting and marshalling crews • station personnel • terminal personnel • traffic officers • transit officers • transport control centre personnel • yard support personnel
• Contingency plans may include:	• additional services • late arrival or cancellation of services • non-availability of freight handling equipment • non-availability of material handling equipment • non-availability of personnel • non-availability of rolling stock
• Information/documents may include:	• conditions of service, award, enterprise bargaining agreement, and other industrial arrangements • dangerous goods manifest • emergency procedures • hard copy documentation • manufacturer specifications for office equipment • operations manuals, job specifications and induction documentation • quality assurance procedures • regulatory and/or code requirements relevant to the development of rosters • relevant Australian Standards and certification requirements • safe working forms • transport graphs • work rosters • workplace procedures and policies for the development of rosters
• Applicable regulations and legislation may include:	• relevant state/territory privacy legislation • relevant state/territory regulations, safe working systems and codes of practice relevant to the development of rosters, including the Australian Dangerous Goods (ADG) Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network

	• relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • state/territory or federal or award legislation • workplace relations regulations, including equal opportunity, equal employment opportunity and affirmative action legislation
TLIL0010 Implement a track occupancy authority	
Documentation/records may include but are not limited to:	• Emergency Response Plan (ER Plan) and emergency procedure manuals • instructions of relevant rail authorities concerning rail safety and operations • local instructions • manufacturers or workplace equipment instructions and operation manuals • QA plans, data and document control • rules and regulations of the applicable rail network systems of safeworking • safety critical communication procedures • safeworking forms • technical instructions • train running information (TRI) • two-way radio operation procedures • work orders • workplace procedures, policies and work instructions • worksite safety plan (where applicable)
Equipment may include:	• flags • lamps • mobile phone • radios • speed boards • stands • stop signs • warning devices • whistles
Network control officer may be:	• area controller • network controller • signaller • train controller

Rail terminology includes:	• as defined in the applicable Rail Infrastructure Manager system of safeworking rules and workplace procedures as they relate to the work activities concerned • state/territory legislated rail safety requirements, codes of practice, rules and/or guidelines • work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
Safety clothing and equipment may include but is not limited to:	• hand tools • hearing protection • high visibility clothing • insect repellent • lighting including strobe lighting • safety devices • safety glasses, headwear, mask, footwear and gloves • sunscreen and sunglasses
Safety leadership integrity may include:	• being a leader who leads by example and ensures that safety is a top priority in all aspects of their work • consistently demonstrating a commitment to safety through actions, decisions, and behaviours that prioritise the well-being of employees and others who may be affected by their work • learning from workplace or industries capabilities and limitation (human factors) • pro-actively addressing risk exposure and implementing effective risk control measures • role modelling desirable and pro-active safety behaviours • the quality of being honest, trustworthy, and accountable in leading and promoting a culture of safety in the workplace • working collaboratively with others • working systematically with required attention to detail without injury to self or others, or damage to equipment
Track occupancy authority documentation may include:	• electronic or manual types • standard form • track occupancy authority unique identifier - date - times - location - description of work - limits of authority

	- network control officer's details - protection officer's details
Work may be conducted in:	• restricted spaces • exposed conditions • controlled or open environments
Worksite protection plans may include:	• defining the limits of the worksite • identifying safe places • identifying level and pedestrian crossings • identifying fixed rail infrastructure including: - signals - overhead structures - bridges/tunnels - turn outs
TLIL0011 Implement equal employment opportunity strategies	
Work organisation procedures and practices may include:	• despatching and collecting procedures • employment policies • industrial relations policies and agreements • payroll systems • security procedures • superannuation procedures
Consultative processes may involve:	• employees • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • official representatives • relevant authorities and institutions • supervisors and managers • union representatives
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone • radio frequency systems
Information/documents may include:	• conditions of service, award, enterprise bargaining agreement, and other industrial arrangements

	• manufacturer specifications for office equipment • operations manuals, job specifications and induction documentation • quality assurance procedures • regulatory requirements relevant to employment equity • relevant Australian Standards and certification requirements • workplace procedures and policies for the implementation of equal employment equity strategies
Applicable regulations and legislation may include:	• freedom of information legislation • relevant state/territory privacy legislation • relevant state/territory WHS/OHS and environmental protection legislation • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
TLIL0012 Promote effective workplace practice	
Workplace procedures may include:	• customer information • quality assurance policy • relevant competency guidelines • relevant work health and safety (WHS)/occupational health and safety (OHS) guidelines • workplace procedures
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone • radio frequency systems
Applicable regulations and legislation may include:	• federal and state/territory regulations and codes of practice relevant to workplace activities • relevant state/territory WHS/OHS and environmental protection legislation • workers compensation regulations • workplace relations regulations, including equal opportunity, equal employment opportunity and affirmative action legislation
TLIL0022 Coordinate rail interface agreements	
Types of interfaces may include:	• rail safety interface agreement: - agreement between parties to manage safety risks

	• ail/rail including: - rail operator and another rail operator - rail infrastructure manager and another rail infrastructure manager - rail operator and rail infrastructure manager - rail operator and maintenance provider - rail infrastructure manager and maintenance provider • rail/road including: - road/rail crossing/level crossing - footpath over a railway or tramway - footbridge over a railway - bridge carrying a road over a railway - bridge carrying a railway over a road
Regulatory requirements may include:	• acts • regulations • guidelines • industry standards • codes of practice
Parties to a rail safety interface agreement may include:	• rail transport operator • rolling stock operator • rail infrastructure manager (RIM) • tourist and heritage operator • state road managers • local councils • private road owners • the Crown • rolling stock maintainer • infrastructure maintainer • private sidings owners/operators
Documentation may include:	• arrangements for loading and unloading of rolling stock • tests for fitness of purpose of rolling stock • route knowledge obligations (demonstration of and currency of) • rail safety worker competencies • adherence to minimum operating standards • compatibility and suitability of communications equipment • environmental controls • incident response management processes

	• emergency management capacity and responsibilities • security sensitive dangerous goods/dangerous goods • train consist information advice • network rules and procedures • safety management systems • access agreements • asset register
Measures may include:	• risk assessment • schedules • standards
Monitoring may include:	• audits • site inspections • incident reviews • observations • consultations
Applicable legislation, regulations and codes may include:	• commonwealth and state/territory regulations and codes • rail network safeworking codes and regulations • relevant state/territory road rules • state/territory permit regulations and requirements
TLIL0027 Ensure competency of rail safety workers	
Competency of rail safety workers may include:	• each rail safety worker who is to carry out rail safety work in relation to railway operations has the competence to carry out that work
Components of a rail safety worker competency system may include:	• competency standards under the Australian Qualifications Framework (AQF) • endorsed training components • organisational assessment requirements • registered training organisations • training records and reporting systems • individual identification systems • notification requirements
Regulatory requirements may include:	• acts • regulations • guidelines • industry standards • codes of practice

Depending on the business, workplace procedures may be known as:	• company procedures • enterprise procedures • established procedures • organisational procedures • quality assurance procedures • standard operating procedures
Information and documents may include:	• commonwealth and state/territory regulations and guidelines concerning rail safety worker competency • rail safety worker competency system documents • workplace instructions and procedures on rail safety worker competency • reports of audits of rail safety worker competency systems • error and safety incident reports • relevant work health and safety (WHS)/occupational health and safety (OHS) regulations and procedures • relevant standards and certification requirements • quality assurance procedures
Dangerous goods systems may include:	• codes and regulations relevant to workplace documents/forms being prepared • dangerous goods and freight regulations and codes • dangerous goods regulation requirements • relevant federal, state and territory WHS/OHS legislation
TLIL2008 Complete routine administrative tasks	
Operations may be conducted:	• by day or night • in a range of work environments and weather conditions
Customers may be:	• internal or external
Mail items may include:	• bulk quantities • company procedures • emails • facsimiles • letters • single items
Receival and despatch processes for internal and external mail/documents/messages follow:	• workplace processes and procedures
Requirements for work may include:	• communications equipment

	• hours of operations • relevant regulations • security procedures • site restrictions and procedures • use of safety and personal protective equipment (PPE) • workplace procedures
Consultative processes may involve:	• industrial relations, work health and safety (WHS)/occupational health and safety (OHS) specialists • management • other employees and supervisors • other professional or technical staff • potential customers and existing clients • union representatives
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Communication in the work area may include:	• email • fax • fixed phone • internet • mobile phone • oral, aural or signed communications • radio
Depending on workplace context, personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety headwear and footwear • sunglasses and UV protection • two-way radios
Information documents may include:	• Australian and international standards, criteria and certification requirements • Australian Dangerous Goods (ADG) Code, Australian and international codes for transporting explosives, HAZCHEM codes and other regulations pertaining to the delivery of mail courier items • award, enterprise bargaining agreement, other industrial arrangements • competency standards and training materials

	• emergency procedures • induction documentation • international transport regulations, codes and procedures • job specifications • manufacturer/client specifications, instructions and labelling advice including safety data sheets (SDS)/material safety data sheets (MSDS) • operations manuals • quality assurance procedures • supplier and/or client instructions • workplace procedures and policies for the completion of routine administrative tasks associated with courier and delivery operations
Applicable regulations and legislation may include:	• ADG Code, Australian and international codes for transporting explosives, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail courier operations • relevant Australian and international standards, criteria and certification requirements • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • state/territory roads and traffic authority road rule and licence requirements
TLIL2031 Monitor and process attendance records	
Work may be conducted:	• by day or night • in a range of work environments
Employees include:	• all personnel whose attendance is recorded for timekeeping purposes
Workplaces may comprise:	• large, medium or small worksites
Timekeeping records and systems may include, but are not limited to:	• clock cards/identification numbers • integrated attendance sheet systems • jury leave • manual clocking systems • maternity/paternity leave • rest breaks between shifts/overtime • swipe cards/physical recognition systems
Information on attendance records may be obtained from:	• absentee records • identification system requirements • payroll department

	• record cards • timesheets
Consultative processes may involve:	• affected customers • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • management and union representatives • official representatives • other employees, supervisors and managers • relevant authorities and institutions
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone • radio frequency systems
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety glasses • safety headwear and footwear • two-way radios
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Information/documents may include:	• conditions of service, award, enterprise bargaining agreement, and other industrial arrangements • emergency procedures • employee timesheets, absentee records, record cards or computer files • manufacturer specifications for office equipment • operations manuals, job specifications and induction documentation • quality assurance procedures • regulatory and/or code requirements relevant to the maintenance of attendance records • relevant Australian Standards and certification requirements

	workplace procedures and policies for the monitoring and processing of attendance records
Applicable regulations and legislation may include:	- federal and state/territory award legislation - relevant state/territory privacy legislation - relevant state/territory regulations and codes of practice relevant to the monitoring and processing of attendance records - relevant state/territory WHS/OHS and environmental protection legislation - workers compensation regulations - workplace relations regulations, including equal opportunity, equal employment opportunity and affirmative action legislation
TLIL2060 Complete induction to the transport industry	
Organisational structures may include:	- depots, their locations and typical operating procedures - operator status and relationships - owner status and relationships - peak bodies/professional associations - regulatory and licensing bodies
Equipment and technology may include:	- global positioning system (GPS) and other electronic devices that are part of the day-to-day operations of the job role - mobile phone - small, medium and large semi-trailers in differing configurations - street directory - taxicab and associated equipment
Legislative and regulatory requirements may include:	- ABN, GST and BAS requirements - equal opportunity/anti-discrimination legislation and requirements - fatigue management requirements - obligations of a driver as part of the public transport system or the wider community - road safety legislation and regulations - state/territory WorkCover requirements - Transport Act and transport regulations, and specific regulations applicable to some types of transport (i.e. taxicabs) - various contract arrangements - work health and safety (WHS)/occupational health and safety (OHS) legislation and regulations
Policies and procedures may include:	- competency standards and training materials - emergency procedures - induction documentation

	• operations manuals • relevant guidelines relating to the use of equipment • relevant legislation, regulations and related documentation • workplace procedures, checklists and instructions
TLIL3002 Undertake employee payroll activities	
Work may be conducted:	• by day or night • in a range of work environments
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Work may be conducted in:	• controlled or open environments • exposed conditions • limited or restricted spaces
Payroll activities may include the processing of information on:	• attendance • leave records • loadings • overtime allowances • payment details • superannuation • tax
Payroll and other details may be:	• manually or computer generated
Hazards in the work area may include exposure to:	• chemicals • dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic
Personal protective equipment (PPE) needed in the work area may include:	• gloves • high visibility clothing • protective clothing • safety glasses • safety headwear and footwear • two-way radios
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • oral, aural or signed communications • phone • radio

	radio frequency systems
Consultative processes may involve:	- industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - management - other professional or technical staff - staff members - union representatives
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - established procedures - organisational procedures
Information/documents may include:	- Australian and international codes of practice and regulations relevant to workplace activities - award, enterprise bargaining agreement, and/or other industrial arrangements - emergency procedures - employees work records - manufacturer specifications for relevant office and computer equipment - operations manuals, job specifications and induction documentation - quality assurance procedures - relevant Australian Standards and certification requirements - WHS/OHS procedures and policies - workers compensation and superannuation regulations - workers conditions of service - workplace procedures and policies for payroll activities
Applicable regulations and legislation may include:	- privacy legislation - relevant codes and regulations for the payroll operations - relevant state/territory WHS/OHS and environmental protection legislation - workers compensation regulations - workplace relations regulations
TLIL3003 Conduct induction process	
Customers may be:	internal or external
Operations may be conducted:	- by day or night - in controlled or open environments - in enclosed spaces

	• in exposed conditions
Instruction methods may include:	• demonstration • explanation • guided site/workplace inspection • presentation using an overhead slide projector, computer-driven projector or video player/monitor • provision of program notes and materials • written and practical assignments and exercises
Hazards may include:	• dust and vapours • hazardous or dangerous materials • humidity, air temperature and radiant heat • light, including UV • noise • uneven ground, steps, road surfaces • vehicular traffic and pedestrians
Consultative processes may involve:	• clients • contractors • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • local government authorities • managers • official representatives • other professional or technical staff • supervisors/team leaders • union representatives • visitors • workplace personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Communication may involve the basic use of a range of communication technology including:	• electronic data interchange (EDI) • email • fax • internet • phone • radio

Personal protective equipment (PPE) may include:	- gloves - high visibility clothing - safety headwear and footwear - sunscreen, sunglasses and safety glasses - two-way radios
Information/documentation may include:	- award, enterprise bargaining agreement, other industrial arrangements - competency standards and training materials - conditions of service, relevant legislation, regulations and related documentation - emergency procedures - goods identification numbers and codes - induction/orientation documentation - job specification, site/workplace map and details of organisation structure - manifests, bar codes, goods and container identification - manufacturer specifications - safety data sheets (SDS)/material safety data sheets (MSDS) - operations manuals - quality assurance procedures - relevant Australian Standards and certification requirements - relevant codes of practice, including the Codes of Practice for Manual Handling and the Industry Safety Code - supplier and/or client instructions - workplace induction procedures and related instruction materials
Applicable regulations and legislation may include:	- dangerous goods and freight regulations and codes - environmental protection regulations - equal employment legislation and related policies - licensing requirements for driving and carrying particular classes of goods - relevant Australian and state/territory WHS/OHS legislation - relevant regulations, standards and codes of practice, including the Codes of Practice for Manual Handling and the Industry Safety Code - workers compensation legislation - workplace relations legislation
TLIL4009 Manage personal work priorities and professional development	
Professional development activities may include:	attendance at formal education/training programs

	• attendance at relevant conferences, seminars and workshops • coaching/mentoring on the job • completion of internal short training programs • networking with other technical, managerial and professional staff • reading of relevant journals and literature • workplace training projects
Information/documentation may include:	• competency standards • customer service standards and procedures • customer/client instructions • emergency procedures • job specifications • journals and work-related literature • legislation, regulations and related documentation relevant to business operations • manufacturer/supplier specifications, advice, recommended procedures, policies and instructions • quality assurance standards and procedures • regulations and policies relating to minimising risks to the environment and ensuring compliance with WHS/OHS requirements • relevant agreements and codes of practice, including the industry standards for services and operations • training notes and materials • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • workplace procedures and policies • workplace products and services information
Applicable regulations and legislation may include:	• environmental protection regulations • hazardous substances and dangerous Goods • licence, patent or copyright arrangements • relevant Australian and state/territory WHS/OHS legislation • relevant Australian Standards and certification requirements • relevant regulations, standards and codes of practice • trading regulations relevant to business operations
TLIL4037 Apply and amend rosters	
Work may be conducted:	• by day or night • in a range of work environments

Staff covered by work rosters may include:	• crew transport personnel • driving and driving support crews • freight handling personnel • interchange personnel • passenger assist/customer service personnel • revenue collection officers • security officers • shunting and marshalling crews • station personnel • terminal personnel • traffic officers • transit officers • transport control centre personnel • yard support personnel
Changes to planned services may include:	• changes in demand • response to emergencies
Real time issues may include:	• absenteeism • additional support services due to injury • emergencies
Work outcomes or set workings may apply to:	• personnel required for support activities • transport control personnel • transport crews • transport planning personnel
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone • radio frequency systems
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety glasses • safety headwear and footwear • two-way radios
Depending on the type of organisation concerned and	• company procedures

the local terminology used, workplace procedures may include:	• enterprise procedures • established procedures • organisational procedures
Information/documents may include:	• conditions of service, award, enterprise bargaining agreement, and other industrial arrangements • dangerous goods manifest • emergency procedures • hard copy documentation • manufacturer specifications for office equipment • operations manuals, job specifications and induction documentation • quality assurance procedures • regulatory and/or code requirements relevant to the application and amendment of rosters • relevant and certification requirements • safe working forms • transport graphs • work rosters • workplace procedures and policies for the application and amendment of rosters
Applicable regulations and legislation may include:	• relevant state/territory privacy legislation • relevant state/territory regulations, safe working systems and codes of practice relevant to the application and amendment of rosters, including the Australian Dangerous Goods (ADG) Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • state, federal or territory award legislation • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
TLIL4059 Implement asset management systems	
Asset management activities may include:	• data capture program • introduction of information systems • studies
Areas of possible improvement may include:	• age of the asset base • complexity of assets, including their sophistication and issues involved

	• levels of service provided or demanded • number of assets • quality of the assets constructed • spot checks
Regular audits may include:	• external • internal
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone • radio frequency systems
Consultative processes may involve:	• industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • management and union representatives • other employees and supervisors • relevant authorities and institutions
Documentation and records may include:	• emergency procedures • quality assurance procedures • relevant Australian Standards and certification requirements • relevant WHS/OHS and environmental protection regulations • reports of assets held and their status • technical instructions
Applicable legislation and regulations may include:	• relevant national, state/territory legislation, including WHS/OHS and environmental protection requirements • workplace relations regulations
TLIL4070 Work effectively in the transport and logistics industry	
Transport modes may include:	• air • rail • road • sea
Current and emerging technologies may include:	• artificial intelligence (AI) • autonomous vehicles • block chain • communication systems • drones

	• electronic data interchange (EDI) • enterprise resource planning • global tracking systems • on-board computers • speed limiting technology • serverless computing • warehouse management system
Distribution and warehousing systems may include:	• coding systems, including bar codes • facility layout and support systems • human/machine systems • inventory systems • layout techniques - process/flow charts and flow diagrams • product/process layouts • productive/non-productive facilities • storage, location, despatch and transportation • supply and demand • technology, robotics and computers • work health and safety (WHS)/occupational health and safety (OHS) considerations/impact • work design, cost efficiencies
Applicable legislation and regulations may include:	• environmental sustainability • licensing • load limitations • permits/documentation • signage • time/day constraints • transport configuration • WHS/OHS
Future challenges may include:	• ageing workforce • client demands and expectations • climate change • environmental impacts • fuel costs/availability • globalisation/trade agreements • infrastructure • quality assurance • retraining

	technical
Service providers may include:	- cleaning - information technology - legal - logistic service provider - pallets and unit loading devices - recruitment/HR functions - security - shipping - transport
Operating procedures may include:	- communication protocols - key performance indicators (KPIs) - personal presentation - punctuality - reporting procedures - safe work procedures - operating procedures
Unplanned occurrences may include:	- changes in supply and demand - climatic impacts - equipment failure - staff shortages
TLIL5019 Implement and monitor transport logistics	
Work may be undertaken:	in various work environments in the sections of the warehousing, storage, transport and distribution industries involved in transport logistics
Customers may be:	internal or external
Operations may be conducted:	by day or night
The workplace environment may involve:	- large, medium and small workplaces - single and multi-site locations - twenty-four-hour operation
Critical parameters for the evaluation of consignment loads may include but are not limited to:	- agreed delivery times and destination - pick-up and drop-off points - type, capacity, compatibility and capability of load - waiting, loading and unloading times
Key requirements for the planning of transport logistics	- collection and distribution destination - fatigue management

may include but are not limited to:	• return freight • transport duration times • transport mode(s) and capacity • type and compatibility of load • use of designated routes
Strategies to address identified deficiencies in operational capability and availability may include but are not limited to:	• alternate transport mode(s) • outsourcing components of operation • re-negotiation of collection and/or delivery times
Consignments may be:	• gas, liquid or solid form • containerised • packages or loose • palletised
Transport may be:	• single or multi-modal
Modes of transport may include:	• air • rail • road • sea
Calculation of transport duration times includes:	• change-over • loading • standing times • travelling • unloading • with due regard to varying transit condition and environments (i.e. road conditions, traffic flows, weather and local government by-laws)
Transport may involve:	• the use of designated routes
Requirements for work may include:	• additional gear and equipment • authorities and permits • communications equipment • hours of operation • incident/accident breakdown procedures • noise restrictions • site restrictions and procedures • specialised lifting and/or handling equipment • systems and facilities for transport logistics • use of safety and personal protective equipment (PPE)

Hazard management is consistent with:	the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment (PPE)
Consultative processes may involve:	- emergency services - industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - management and union representatives - other employees and supervisors - other maintenance, professional or technical staff - relevant authorities and institutions - relevant government instrumentalities - suppliers, potential customers and existing clients
Communication in the work area may include:	- bar code readers - electronic data interchange (EDI) - email - fax - internet - oral, aural or signed communications - phone - radio frequency communications
Personal protective equipment (PPE) may include but is not limited to:	- gloves - high visibility clothing - safety clothing - safety glasses - safety headwear and footwear - two-way radios
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - established procedures - organisational procedures
Information/documentation may include:	- Australian and international codes of practice and regulations relevant transport logistics including the Australian Dangerous Goods (ADG) Code where applicable - communications technology equipment, oral, aural or signed communications - conditions of service, legislation and industrial agreements, including workplace agreements and awards

	• dangerous goods documentation, where applicable, including dangerous goods declarations • emergency procedures • manufacturer specifications for equipment and goods • safety data sheets (SDS)/material safety data sheets (MSDS) • operations manuals, job specifications and procedures and induction documentation • quality assurance plans, data and document control • quality assurance standards and procedures • relevant Australian and international standards, criteria and certification requirements • relevant competency standards and training materials • Safe Working Load (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities • supplier and/or client instructions • suppliers' advice • transport routes and timetables • workplace operating procedures and policies
Applicable regulations and legislation may include:	• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, • codes and regulations relevant to transport logistics • equal opportunity, equal employment opportunity and affirmative action legislation • licence, patent or copyright arrangements • relevant Australian and international standards and certification requirements • relevant state/territory WHS/OHS and environmental protection legislation • workers compensation regulations • workplace relations regulations
TLIL5020 Develop and maintain operational procedures for transport and logistics enterprises	
Work may be undertaken:	• in various work environments in warehousing, storage, transport, and logistics industries
Customers may be:	• internal or external
Operations may be:	• by day or night
The workplace environment may involve:	• large, medium and small workplaces • single and multi-site locations • twenty-four-hour operation

Factors impacting upon the development of operational procedures may include:	• changes to technology • culture of the workplace • domestic and international market variability, political constraints • legislative requirements • the principal services, products and competitive advantages of the organisation
Development of operational procedures may be:	• internally and/or externally initiated
Transport may be:	• single or multi-modal
Modes of domestic transport may include:	• air • rail • road • sea
Transport may involve:	• the use of designated routes
Hazards may include:	• confined spaces • contamination of, or from, materials being handled • fire/explosions • hazardous or dangerous materials • moving vehicles • noise, light, energy sources • stationary and moving machinery, parts or components
Hazard management is consistent with:	• the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment (PPE)
Requirements for work may include:	• additional gear and equipment • authorities and permits • communications equipment • hours of operation • incident/accident breakdown procedures • noise restrictions • site restrictions and procedures • specialised lifting and/or handling equipment • systems and facilities for transport and logistics systems • use of safety and personal protective equipment (PPE)
Consultative processes may involve:	• emergency services

	• industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • management and union representatives • other employees and supervisors • other maintenance, professional or technical staff • relevant authorities and institutions • relevant government instrumentalities • suppliers, potential customers and existing clients
Communication in the work area may include:	• bar code readers • electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone • radio frequency communications
Personal protective equipment (PPE) may include but is not limited to:	• gloves • high visibility clothing • safety clothing • safety glasses • safety headwear and footwear • two-way radios
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Information/documentation may include:	• Australian and international codes of practice and regulations relevant to transport and logistics operations including the Australian Dangerous Goods (ADG) Code where applicable • communications technology equipment, oral, aural or signed communications • conditions of service, legislation and industrial agreements including workplace agreements and awards • dangerous goods documentation where applicable including dangerous goods declarations • emergency procedures • manufacturer specifications for equipment and goods • material safety data sheets

	- operations manuals, job specifications and procedures and induction documentation - quality assurance plans, data and document control - quality assurance standards and procedures - relevant Australian and international standards, criteria and certification requirements - relevant competency standards and training materials - Safe Working Load (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities - supplier and/or client instructions - suppliers' advice for the handling, transport and storage of goods and materials - workplace operating procedures and policies
Applicable procedures and codes may include:	- codes and regulations relevant to transport and logistics operations including the ADG Code where applicable - equal opportunity, equal employment opportunity and affirmative action legislation - licence, patent or copyright arrangements - relevant Australian and international standards and certification requirements - relevant state/territory WHS/OHS and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors - relevant workers compensation legislation - relevant workplace relations legislation
TLIL5026 Manage export logistics	
Work may be undertaken:	in various work environments in the sections of the warehousing, storage, transport and distribution industries involved in export logistics
Customers may be:	internal or external
The workplace environment may involve:	- large, medium and small workplaces - single and multi-site locations - twenty-four-hour operation
Critical parameters for the evaluation of consignment loads may include but are not limited to:	- agreed cost structure - agreed delivery times and destination - pick-up and drop-off points - type, capacity, compatibility and capability of load - waiting, loading and unloading times

Key requirements for the planning of transport logistics may include but are not limited to:	• bond and customs requirements • collection and distribution destination • fatigue management • return freight • transport duration times • transport mode(s) and capacity • type and compatibility of load • use of designated routes
Strategies to address identified deficiencies in operational capability and availability may include but are not limited to:	• alternate transport mode(s) • outsourcing components of operation • re-negotiation of collection and/or delivery times
Consignments may be:	• containerised • in gas, liquid or solid form • packaged or loose • palletised
Transport may be:	• single or multi-modal
Modes of transport for export may include:	• road and rail locally as well as either air or sea, and both local and overseas couriers
Calculation of transport duration times includes:	• travelling, loading, unloading, change-over and standing times and with due regard to varying transit condition and environments (i.e. local and overseas road, sea and weather conditions, traffic flows and government regulations)
Transport may involve:	• the use of designated routes
Requirements for work may include:	• additional gear and equipment • authorities and permits • communications/computing equipment • hours of operation Australian and overseas contacts • incident/accident breakdown procedures • noise restrictions • site restrictions and procedures • specialised lifting and/or handling equipment • systems and facilities for export logistics • use of safety and personal protective equipment (PPE)
Hazard management is:	• consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and PPE

Consultative processes may involve:	• employees, supervisors and managers • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • international and domestic agents, suppliers and current or potential clients • other professional or technical staff • relevant authorities, government departments and institutions • representatives of other enterprises and organisations involved in export logistics
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Communication in the work area may include:	• bar code readers • electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone • radio frequency communications
Information/documentation may include:	• agents' advice on available transport options, timetables, schedules and issues • Australian and international codes of practice and regulations relevant to export logistics, including bond and customs requirements • Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods (ADG) Code and the International Maritime Dangerous Goods (IMDG) Code • conditions of service, legislation and industrial agreements including workplace agreements and awards • dangerous goods documentation where applicable including dangerous goods declarations • emergency procedures • information accessed through communications/computer technology and equipment, and verbal or signed communications • manufacturer specifications for equipment and goods

	• safety data sheets (SDS)/material safety data sheets (MSDS) • quality assurance plans, data and document control • quality assurance standards and procedures • relevant Australian and international standards, criteria and certification requirements • relevant competency standards and training materials • supplier and/or client instructions • suppliers' advice for the handling, transport and storage of goods and materials • workplace operating procedures and policies relevant to export logistics
Applicable regulations and legislation may include:	• Australian and international codes and regulations relevant to export logistics • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - ADG Code - Australian and international codes for transporting explosives - IMDG Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) • equal opportunity, equal employment opportunity and affirmative action legislation • export/import/quarantine/bond requirements • licence, patent or copyright arrangements • Marine/Aviation Orders • relevant Australian and international standards and certification requirements • relevant state/territory WHS/OHS and environmental protection legislation • transport licence/permit requirements • workers compensation regulations • workplace relations regulations
TLIL5057 Maintain, monitor and improve transport operations systems	
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications

	• phone • radio frequency systems
Consultative processes may involve:	• industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • management and union representatives • other employees and supervisors • relevant authorities and institutions
Documentation and records may include:	• emergency procedures • records of transport operations, including those in relation to time, quality or cost • relevant Australian Standards and certification requirements • relevant WHS/OHS and environmental protection regulations • reports of transport activities
Applicable legislation and regulations may include:	• transport regulations, particularly as they apply to the monitoring of operations systems • workplace relations regulations
TLIL5062 Apply knowledge of logistics, storage and distribution to international freight forwarding	
International freight forwarding includes services related to:	• the exporting of goods • the importing of goods • the transiting of goods
Logistics encompasses:	• the process of planning, implementing, and controlling the efficient, effective flow and storage of goods, services, and related information from point of origin to point of consumption for the purpose of conforming to customer requirements
Supply chain management encompasses:	• the planning and management of all activities involved in sourcing and procurement, conversion, and all logistics management activities. It also includes coordination and collaboration with suppliers, intermediaries, third-party service providers and customers
Types of warehouses include:	• bonded warehouses • private warehouses • public warehouses
Warehouse equipment and systems include:	• automated conveyor lines • fully automated warehouse systems • lift trucks and very narrow aisle (VNA) trucks • order picking equipment • racking and layout systems

Warehouse charges may include:	• ancillary charges • IT-based invoicing • storage charges • warehouse handling fees • warehouse insurance • warehouse rent
Distribution systems encompass:	• the procedures, methods, equipment and facilities designed and interconnected to facilitate and monitor the flow of goods or services from the source to the end user
Distribution centres are:	• warehousing facilities located throughout a supply chain in which goods are sorted, assembled, staged or stored temporarily
Sources of information required to perform international freight forwarding functions may include:	• key reference publications such as Incoterms, International Federation of Freight Forwarders Associations (FIATA) forms and documents, International Chamber of Commerce (ICC) publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc. • websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, Department of Agriculture, government agencies responsible for transport security etc.
Consultative processes may involve:	• customers • logistics, warehousing and distribution contacts and specialists • management • other employees and supervisors • other professional or technical staff • relevant regulatory authorities and institutions
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Communications systems may involve:	• electronic data interchange (EDI) • email • face-to-face conversation • fax • mail • telephone, including fixed, mobile and IP phones
Information/documents may include but are not limited to:	• a FIATA forwarder's warehouse receipt (FWR)

	• a warrant warehouse receipt • Australian and international regulations, conventions and codes of practice for the international forwarding of freight • Australian and international standards, criteria and certification requirements • cargo manifests • customers' instructions and transport requirements • data obtained through communications technology equipment and oral, aural or signed communications • emergency procedures • freight forwarder company's quality assurance standards and procedures • freight forwarding competency standards and training materials • information accessed through communications/computer technology and equipment, and verbal or signed communications • operations manuals, job specifications and procedures and induction documentation • private warehouse receipt • warehousing forms and documentation • workplace operating procedures and policies
Applicable regulations and legislation may include:	• Australian and international regulations, conventions and codes of practice for the international forwarding of freight • Australian and international standards and certification requirements • relevant Australian and international environmental protection legislation • relevant Australian and international transport security and safety legislation • relevant regulations for the import and export of cargo • relevant regulations pertaining to international trading and financial transactions
TLIL5063 Review contracts, insurance, risk and liability in the international freight forwarding context	
International freight forwarding includes services related to:	• the exporting of goods • the importing of goods • the transiting of goods
Provisions and stipulations that should be in a sales contract include:	• arbitration clause • buyer requires pre-shipment inspection of the cargo by surveyors

	• detailed description of the goods • discharge port, airport or transport terminal and the final destination • documents required and responsibility for their preparation and provision • exact price of the goods • final date for shipment with schedules for continuing contracts • Force Majeure clause • law and jurisdiction clause • payment terms • precise quantity of the goods and tolerances where appropriate • special packaging, load restraint and stowing requirements for the cargo • the correct Incoterm for the transaction • the seller's delivery point • transport mode
Supporting documents to a service contract may include but are not limited to:	• insurance certificate • invoice • regulatory requirements (including permit issuing requirements) in both importing and exporting countries • Shipper's Letter of Instruction (SLI)
Risks that may occur during international freight forwarding activities include but are not limited to:	• breaches of security • climate • damage to the cargo • lockouts • natural disasters • overbooked carrier • political instability • port congestion • revolution • strikes • terrorism • theft and fraud • transport accident • war • work slowdowns
Ways of controlling risks that may occur during an international freight forwarding	• being aware of the impact of impending or current natural disasters on freight transport routes

project include but are not limited to:	- ensuring packaging, packing and stowage is appropriate for the mode(s) of transport - ensuring that insurance cover is sufficient for the risks involved - ensuring that security arrangements are adequate - ensuring there are no regulatory restrictions or prohibitions on the export, import or transit of the cargo - keeping up to date with geopolitical and industrial developments - making provision for suitable alternative routes - monitoring weather conditions
Types of cargo insurance policies may include:	- annual policy - open policy - single shipment policy
Sources of information required to perform international freight forwarding functions may include:	- key reference publications such as Incoterms, International Federation of Freight Forwarders Associations (FIATA) forms and documents, International Chamber of Commerce (ICC) publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc. - websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, Department of Agriculture, government agencies responsible for transport security etc.
Parameters of freight forwarding services relevant to customer requirements may include:	- fiduciary and legal responsibilities of either party - insurance requirements - payment requirements and procedures - relevant legislative requirements - required import/export documentation and requirements - service costs - standard procedures for the international forwarding of freight - transport security requirements - type of transport modes - various consignment methods
Consultative processes may involve:	- customers - freight forwarding specialists - insurance brokers - international and domestic agents and suppliers - management - other employees and supervisors - other professional or technical staff - relevant regulatory authorities and institutions

	representatives of insurance companies
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - established procedures - organisational procedures
Communications systems may involve:	- electronic data interchange (EDI) - email - face-to-face conversation - fax - mail - telephone, including fixed, mobile and IP phones
Information/documents may include but are not limited to:	- Australian and international standards, criteria and certification requirements - cargo manifests - customers' instructions and transport requirements - data obtained through communications technology equipment and oral, aural or signed communications - emergency procedures - freight forwarder company's quality assurance standards and procedures - freight forwarding competency standards and training materials - insurance certificates - insurance claim forms - insurance policies - operations manuals, job specifications and procedures and induction documentation - pre-advice and pre-alert documents - sales contracts - standard International Federation of Freight Forwarders Associations (FIATA) forms and documentation such as: - a Forwarders Certificate of Receipt (FCR) - a Forwarders Certificate of Transport (FCT) - a Forwarders Forwarding Instructions (FFI) - a Forwarders Warehouse Receipt (FWR) - a House Air Waybill (HAWB) - a House Bill of Lading (HBL) - a Master Air Waybill (MAWB) - a Negotiable Multimodal Transport Bill of Lading (FB/L)

	• a Non-negotiable Multimodal Transport Waybill (FWB) • a Shippers Declaration for the Transport of Dangerous Goods (SDT) • a Shippers Intermodal Weight Certification (SIWC) • an Original Bill of Lading (OB/L) • Multimodal Transport Bill of Lading (MTB/L) • summaries and definitions of Incoterms and Combiterms • suppliers' advice for the handling, transport and storage of goods and materials • workplace operating procedures and policies
Applicable regulations and legislation may include:	• Australian and international regulations, conventions and codes of practice for the international forwarding of freight • Australian and international standards and certification requirements • relevant Australian and international environmental protection legislation • relevant Australian and international transport security and safety legislation • relevant regulations for the import and export of cargo • relevant regulations pertaining to international trading and financial transactions
TLIL5064 Manage international special freight transport services including dangerous goods and special cargo	
International freight forwarding includes services related to:	• the exporting of goods • the importing of goods • the transiting of goods
Special freight transport services may include but are not limited to:	• special transport projects such as the provision international freight logistics for sporting or diplomatic events, conventions and exhibitions, the development of major industry facilities (e.g. mine, manufacturing plant, oil or gas pipeline or refinery) etc. • transport of artworks • transport of classified goods • transport of dangerous goods • transport of diplomatic and consular cargo • transport of flowers and plants • transport of heavy-weight and out-of-gauge cargo • transport of high value goods • transport of human remains • transport of livestock

	• transport of perishable goods
Perishable goods may include:	• animals • blood and tissue samples, embryos, organ transplants and other genetic and biological material • cross-contamination and incompatible substances • fresh flowers • meat, fish, dairy products, vegetables, fruit, chocolates and other foods requiring temperature control
Pre-transport issues in the transport of perishable goods may include:	• control of temperature • cross-contamination and incompatible substances • handling and hygiene • packaging • pre-cooling of equipment • stacking and stowing
Pre-transport issues in the transport of artworks and high value goods may include:	• adequacy of insurance • adequacy of packaging • adequacy of moisture control • planning for security, proper stowage and handling in transit • advice to carriers of special needs and processes for ensuring that advice is followed • planning for clearance, delivery and receipt during transit and at destination
Pre-transport issues in the transport of dangerous goods may include:	• adequacy of insurance for the class of dangerous goods concerned • adequacy of packaging, labelling and documentation for the class of dangerous goods concerned • adequacy of special environmental considerations • adequacy of training for the personnel involved in identification, classification, packing, marking, labelling and placarding of the dangerous goods being transported • advice to carriers of special requirements for the handling and stowage dangerous goods concerned and processes for ensuring that advice is followed • planning for clearance, delivery and receipt during transit and at destination • planning for security, proper stowage and handling of dangerous goods in transit
Requirements for work may include:	• Australian and international freight forwarding codes, conventions, protocols and procedures for special freight transport services and the transport of dangerous goods

	• Australian and international regulations and conventions relevant to special freight transport services and the transport of dangerous goods • authorities and permits relevant to special freight transport services and the transport of dangerous goods • global time zones and hours of operation • information and communications technology and related systems • workplace operating procedures
Parameters of special freight transport services and the transport of dangerous goods relevant to customer requirements may include:	• contract arrangements • fiduciary and legal responsibilities of either party • in gas, liquid or solid form • insurance requirements • packaging, packing, stowage and storage options • payment requirements and procedures • procedures for forwarding of applicable types of special international freight and dangerous goods • relevant legislative requirements • required import/export documentation, labelling and requirements • service costs • transport routing • transport security checks • type of transport modes • various consignment methods
Modes of transport may include:	• air • inland waterway • multimodal • rail • road • sea
Australian and international codes and regulations for the international transport of dangerous may include:	• for air transport: Civil Aviation Safety Authority (CASA) regulations, CASA training requirements for employees who pack, mark, label and document air cargo, and International Air Transport Authority (IATA) Dangerous Goods Regulations (DGR) • for road and rail transport: Australian Dangerous Goods (ADG) Code

	for sea transport: Australian Maritime Safety Authority (AMSA) Marine Orders Part 41 and International Maritime Dangerous Goods (IMDG) Code
Sources of information required to perform international freight forwarding functions may include:	- key reference publications such as Incoterms, International Federation of Freight Forwarders Associations (FIATA) forms and documents, International Chamber of Commerce (ICC) publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc. - websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, Department of Agriculture, government agencies responsible for transport security etc.
Consultative processes may involve:	- customers - employees, supervisors and managers - global network of international and domestic agents and suppliers - other employees and supervisors - other professional or technical staff - relevant regulatory authorities and institutions - special freight transport specialists (e.g. perishable goods, dangerous goods, artworks, high value goods, heavy-weight goods etc.)
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - established procedures - organisational procedures
Communications systems may involve:	- electronic data interchange (EDI) - email - face-to-face conversation - fax - mail - telephone including fixed, mobile and IP phones
Information/documents may include but are not limited to:	- Australian and international regulations, conventions and codes of practice for the international transport of special freight and dangerous goods - cargo manifests - competency standards and training materials - customers' instructions and transport requirements - dangerous goods documentation where applicable including dangerous goods declarations

	• data obtained through information and communications technology systems and oral, aural or signed communications • emergency procedures • freight forwarder company's quality assurance and customer service standards and procedures • operations manuals, job specifications and procedures and induction documentation • pre-advice and pre-alert documents • relevant Australian and international standards, criteria and certification requirements • standard International Federation of Freight Forwarders Associations (FIATA) forms and documentation such as: • a Negotiable Multimodal Transport Bill of Lading (FB/L) • a Non-negotiable Multimodal Transport Waybill (FWB) • a Forwarders Certificate of Receipt (FCR) • a Forwarders Certificate of Transport (FCT) • a Forwarders Warehouse Receipt (FWR) • a Forwarders Forwarding Instructions (FFI) • a Shippers Declaration for the Transport of Dangerous Goods (SDT) • a Shippers Intermodal Weight Certification (SIWC) • an Original Bill of Lading (OB/L) • a Master Air Waybill (MAWB) • a House Bill of Lading (HBL) • a House Air Waybill (HAWB) • Multimodal Transport Bill of Lading (MTB/L) • summaries and definitions of Incoterms and Combiterms • workplace operating procedures and policies
Applicable regulations and legislation may include:	• Australian and international regulations and codes of practice for the handling and transport of dangerous goods, including: • Australian Dangerous Goods (ADG) Code • Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code • International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) • Australian and international codes for transporting explosives • Australian and international regulations, conventions and codes of practice for the international transport of special freight and dangerous goods

	• relevant Australian and international environmental protection legislation • relevant Australian and international standards and certification requirements • relevant Australian and international transport security and safety legislation • relevant regulations for the import and export of special freight and dangerous goods including customs, quarantine and bond requirements • relevant regulations pertaining to international trading and financial transactions
TLIL5067 Develop a passenger transport plan	
The plan may:	• be for an event, contract, chartered or scheduled passenger transport service.
Customer and stakeholder requirements may include:	• ancillary equipment requirements • characteristics and needs of passengers • contractual requirements • dates and times • duration • general nature of passenger transport services • legislative requirements • level of government involvement • location • numbers of passengers • security requirements • work health and safety (WHS)/occupational health and safety (OHS) requirements
Passenger needs may include:	• disabled access • needs of children, including groups of unaccompanied children • non-English speaking passengers or passengers whose first language is not English • non-local passenger movement requirements • specific multi-cultural requirements
Passenger transport issues, risks and contingencies may relate to:	• adverse weather • environmental sensitivity of route or access areas • equipment breakdown • equipment breakdown support • general nature of location, such as major metropolitan, regional, country or remote

	• high pedestrian traffic volume • internal and external delays • restricted access • road surface or terrain • social order and security • social order and security support • staff sickness • traffic issues, such as peak periods and traffic regulations
Compliance requirements may include those mandated by:	• emergency services, including fire, police, ambulance • land management and protection agencies • local government • other industry bodies, such as certifying bodies • state/territory government, such as state/territory roads authorities • WHS/OHS bodies
Passenger transport resources may include:	• ancillary equipment such as trailers • buses • bus stops • coaches • depots or transit facilities • human resources
Human resource requirements may include:	• drivers • guides • schedulers • security • supervisors • trainers
Contingency and critical incident processes may relate to:	• assault or threat involving a vehicle, driver or passenger procedure • breakdown of vehicle procedures • developed communications, including duress arrangements • developed incident management plans • developed security procedures • fire-in-vehicle procedures • medical emergency/person injured or killed procedures • terrorism or act of terrorism involving a vehicle, driver or passenger procedure

Procedures to address transport operational requirements may relate to:	• adequate provision for buses • adequate provision for people who have a disability • arrival of clients (dump or trickle) • available transport and timetables • contacting relevant authorities for information and permission • contingency and back up transport options • correct registration classification and insurances for task • correct type of bus/coach for transport task • emergency services presence and access • human resource requirements, including marshals, guides and drivers • parking • pick-up and drop-off procedures • security • training requirements • vehicle refuelling
TLIL5068 Implement a passenger transport plan	
Plans may include	• those for an event, contract, chartered or scheduled passenger transport service
Customer and stakeholder requirements may include:	• ancillary equipment requirements • characteristics and needs of passengers • contractual requirements • dates and times • duration • general nature of passenger transport services • legislative requirements • level of government involvement • location • numbers of passengers • security requirements • work health and safety (WHS)/occupational health and safety (OHS) requirements
Passenger needs may include:	• disabled access • needs of children, including groups of unaccompanied children • non-English speaking passengers or passengers whose first language is not English • non-local passenger movement requirements • specific multi-cultural requirements

Passenger transport issues, risks and contingencies may relate to:	• adverse weather • environmental sensitivity of route or access areas • equipment breakdown • equipment breakdown support • general nature of location, such as major metropolitan, regional, country or remote • high pedestrian traffic volume • internal and external delays • restricted access • road surface or terrain • social order and security • social order and security support • staff sickness • traffic issues, such as peak periods and traffic regulations
Compliance requirements may include those mandated by:	• emergency services, including fire, police, ambulance • land management and protection agencies • local government • other industry bodies, such as certifying bodies • state/territory government, such as state/territory roads authorities • WHS/OHS bodies
Passenger transport resources may include:	• ancillary equipment such as trailers • buses • bus stops • coaches • depots or transit facilities
Human resource requirements may include:	• drivers • guides • schedulers • security • supervisors • trainers
Contingency and critical incident processes may relate to:	• developed communications including duress arrangements • developed incident management plans • developed security procedures • processes/procedures such as: - breakdown of vehicle procedures

	- fire-in-vehicle procedures - medical emergency/person injured or killed procedures - assault or threat involving a vehicle, driver or passenger procedure - terrorism or act of terrorism involving a vehicle, driver or passenger procedure
Procedures to address transport operational requirements may relate to:	• adequate provision for buses • adequate provision for people who have a disability • arrival of clients (dump or trickle) • available transport and timetables • contacting relevant authorities for information and permission • contingency and back up transport options • correct registration classification and insurances for task • correct type of bus/coach for transport task • emergency services presence and access • human resource requirements, including marshals, guides and drivers • parking • pick-up and drop-off procedures • security • training requirements • vehicle refuelling

M: Training and Assessment

TLIM0004 Mentor individuals or small groups	
Mentoring needs may include:	• industry/enterprise or other performance competency standards • industry/workplace mentoring processes and practices • organisational business plans that identify skill development requirements • results of mentoring needs analyses • operating and/or other workplace procedures
Appropriate personnel may include:	• assessors • consultative committees • managers/employers • mentoring and assessment coordinators • mentoring participant/s

	• representative government regulatory bodies • team leaders/supervisors/technical experts • union/employee representatives
Mentoring delivery methods and practise opportunities may include:	• demonstrations • experiential learning • explanations • group work • job rotations • on-the-job problem solving and decision making • peer mentoring • presentations • problem solving • combination of the above
Mentoring participant needs may include:	• age • cultural, language and educational background • gender • language, literacy and numeracy needs • level of confidence and self-esteem • physical ability • previous learning, training, coaching, mentoring or assessment experience • work organisation or roster
Resources may include:	• enterprise/industry operating procedures • finances/costs • location • personnel • materials and equipment • time • work health and safety (WHS)/occupational health and safety (OHS) procedures • other workplace requirements
Strategies and techniques may include:	• active listening • group discussion • points of clarification • targeted questioning

TLIM0016 Develop low risk car driving behaviours in others

Applicable regulations and legislation may include:	• road transport law, for example: - equal opportunity legislation in relevant state or territory - legislation and related regulations applicable to driving and using motor vehicles in relevant state or territory - motor vehicle driver learner permit, driver licence requirements and issue procedures applicable in relevant state or territory - work health and safety (WHS)/occupational health and safety (OHS) legislation in relevant state or territory - workplace relations legislation in relevant state or territory
Safe driving principles include:	• abiding by the road laws • appropriate navigational skills, including ability to plan a trip • correct driving position • implications of unsafe driving behaviours • importance of cooperation with other road users • importance of motivation to driving safely, which includes values, emotions and personal needs • management of fatigue, alcohol, drugs and medication • requirements of safe driving • road safety issues • rules and regulations applicable to safe driving • safe driving policies
Principles behind low risk driving include:	• beliefs about low risk driving • factors contributing to the formation of opinions • human psychological and physiological aspects • road safety issues • specific factors that constitute an actual risk of a collision
Characteristics of clients may include information in relation to:	• age (within regulatory guidelines) • client motivation • client's capacity to self-monitor own learning and driving • driving experience, including learner driver, mature age driver being re-tested, overseas driver and experienced driver being rehabilitated after an accident • educational background and general knowledge • effects of prior and current learning • gender • individual learning styles • novice driver's beliefs about capacity for learning to drive, i.e. their self-efficacy

	• social and economic background with diverse attitudes
Communication may include:	• oral, aural or signed communication • written communication
Factors that affect client's progress may include:	• causal attribution (explains that a driver's actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes) • decision making skills in a range of driving situations • effects of previous and current learning • external expectations of client performance, e.g. parents/guardians • level of confidence • optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of driving ability; and underestimation of accident risk) • self-esteem and peer pressure on client
Resources may include:	• dual control vehicle • enterprise/industry operating procedures • funding for training facilities, resources and staff • location • personnel • training materials and publications • WHS/OHS and other workplace resource requirements
Road users may include:	• cyclists • drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles • pedestrians
Specific needs may relate to:	• age (within regulatory guidelines) • disability (within regulatory guidelines) • language, literacy and numeracy needs • those requiring refresher training
Training delivery and driving may be undertaken in/at:	• a range of vehicle types • a range of weather conditions • a simulated environment • controlled or open environments • day or night • open roads, e.g. freeways, main and busy roads, country roads and suburban roads

	restricted spaces
Training delivery methods and practice may include:	- coaching while driving - combination of the above - commentary driving - demonstrations - explanations - facilitation of small group discussions - instructor promotion of forms of self-awareness, i.e. self-efficacy and self-monitoring by novice driver - mentoring - problem solving
Training sessions may include:	- one-to-one demonstration - small group demonstration (2 to 6 persons)
Training assessment may include:	- affective, e.g. satisfaction with the program - cognitive, e.g. knowledge and skills gain - modification of techniques based on client feedback, e.g. by use of client feedback sheets - psychomotor skills, e.g. ability to change gear smoothly
Training support may include:	- language and literacy specialists - trainers, teachers and assessors - training and assessment partners
Variables for achieving competency may include:	- participant characteristics - resources, e.g. time, location, space, people and costs
Workplace documents and procedures may include:	- company/enterprise/organisational procedures and policies - emergency procedures - quality assurance procedures and checklists - record of clients' driving skills, knowledge and abilities - standards and certification requirements
TLIM0018 Develop low risk heavy vehicle driving behaviours in others	
Applicable regulations and legislation may include:	- road transport law, for example: - equal opportunity legislation in relevant state or territory - heavy vehicle driver learner permit, driver licence requirements and issue procedures applicable in relevant state or territory - legislation and related regulations applicable to driving and using heavy vehicles in relevant state or territory - work health and safety (WHS)/occupational health and safety (OHS) legislation in relevant state or territory

	- workplace relations legislation in relevant state or territory
Safe driving principles include:	• abiding by the road laws • appropriate navigational skills, including ability to plan a trip • correct driving position • implications of unsafe driving behaviours • importance of cooperation with other road users • importance of motivation to driving safely, which includes values, emotions and personal needs • management of fatigue, alcohol, drugs and medication • requirements of safe driving • road safety issues • rules and regulations applicable to safe driving • safe driving policies
Principles behind low-risk driving include:	• beliefs about low-risk driving • factors contributing to the formation of opinions • human psychological and physiological aspects • road safety issues • specific factors that constitute an actual risk of a collision
Characteristics of clients may include information in relation to:	• age (within regulatory guidelines) • client motivation • client's capacity to self-monitor own learning and driving • driving experience, including learner driver, mature age driver being re-tested, overseas driver and experienced driver being rehabilitated after an accident • educational background and general knowledge • effects of prior and current learning • gender • individual learning styles • novice driver's beliefs about capacity for learning to drive, i.e. their self-efficacy • social and economic background with diverse attitude
Communication may include:	• oral, aural or signed communication • written communication
Factors that affect client's progress may include:	• causal attribution (explains that a driver's actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes) • decision making skills in a range of driving situations

	• effects of previous and current learning • external expectations of client performance, e.g. parents/guardians • level of confidence • optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of driving ability; and underestimation of accident risk) • self-esteem and peer pressure on client
Resources may include:	• dual control vehicle • enterprise/industry operating procedures • funding for training facilities, resources and staff • location • personnel • training materials and publications • WHS/OHS and other workplace resource requirements
Road users may include:	• cyclists • drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles • pedestrians
Specific needs may relate to:	• age (within regulatory guidelines) • disability (within regulatory guidelines) • language, literacy and numeracy needs • those requiring refresher training
Training delivery and driving may be undertaken in/at:	• a range of vehicle types • a range of weather conditions • a simulated environment • controlled or open environments • day or night • open roads, e.g. freeways, main and busy roads, country roads and suburban roads • restricted spaces
Training delivery methods and practice may include:	• coaching while driving • combination of the above • commentary driving • demonstrations • explanations • facilitation of small group discussions

	• instructor promotion of forms of self-awareness, i.e. self-efficacy and self-monitoring by novice driver • mentoring • problem solving
Training sessions may include:	• one-to-one demonstration • small group demonstration (2 to 6 persons)
Training assessment may include:	• affective, e.g. satisfaction with the program • cognitive, e.g. knowledge and skills gain • modification of techniques based on client feedback, e.g. by use of client feedback sheets • psychomotor skills, e.g. ability to change gear smoothly
Training support may include:	• language and literacy specialists • trainers, teachers and assessors • training and assessment partners
Variables for achieving competency may include:	• participant characteristics • resources, e.g. time, location, space, people and costs
Workplace documents and procedures may include:	• company/enterprise/organisational procedures and policies • emergency procedures • quality assurance procedures and checklists • record of clients' driving skills, knowledge and abilities • standards and certification requirements
TLIM0020 Develop low risk motorcycle riding behaviours in others	
Applicable regulations and legislation may include:	• road transport law, for example: • equal opportunity legislation in relevant state or territory • legislation and related regulations applicable to riding and using motorcycles in relevant state or territory • motorcycle rider learner permit, rider licence requirements and issue procedures applicable in relevant state or territory • work health and safety (WHS)/occupational health and safety (OHS) legislation in relevant state or territory • workplace relations legislation in relevant state or territory
Safe riding principles include:	• abiding by the road laws • appropriate navigational skills, including ability to plan a trip • correct riding position • implications of unsafe riding behaviours • importance of cooperation with other road users • importance of motivation to riding safely, which includes values, emotions and personal needs

	• management of fatigue, alcohol, drugs and medication • requirements of safe riding • road safety issues • rules and regulations applicable to safe riding • safe riding policies
Principles behind low-risk riding include:	• beliefs about low-risk riding • factors contributing to the formation of opinions • human psychological and physiological aspects • road safety issues • specific factors that constitute an actual risk of a collision
Characteristics of clients may include information in relation to:	• age (within regulatory guidelines) • client motivation • client's capacity to self-monitor own learning and riding • educational background and general knowledge • effects of prior and current learning • gender • individual learning styles • novice rider's beliefs about capacity for learning to ride, i.e. their self-efficacy • riding experience, including learner rider, mature age rider being re-tested, overseas rider and experienced rider being rehabilitated after an accident • social and economic background with diverse attitudes
Communication may include:	• oral, aural or signed communication • written communication
Factors that affect client's progress may include:	• causal attribution (explains that a rider's actions often depend upon their interpretation of the cause of events, limiting the ability to make objective risk assessments and resulting in a tendency to blame external causes) • decision making skills in a range of riding situations • effects of previous and current learning • external expectations of client performance, e.g. parents/guardians • level of confidence • optimism bias (tendency to view negative incidents such as road accidents as unlikely to happen to them; overestimation of riding ability; and underestimation of accident risk) • self-esteem and peer pressure on client

Resources may include:	• enterprise/industry operating procedures • funding for training facilities, resources and staff • location • personnel • training materials and publications • WHS/OHS and other workplace resource requirements
Road users may include:	• cyclists • drivers or riders of trams and trains, and motor vehicles, including motorcycles, light vehicles and heavy vehicles • pedestrians
Specific needs may relate to:	• age (within regulatory guidelines) • disability (within regulatory guidelines) • language, literacy and numeracy needs • those requiring refresher training
Training delivery and riding may be undertaken in/at:	• a range of motorcycle types • a range of weather conditions • a simulated environment • controlled or open environments • day or night • open roads, e.g. freeways, main and busy roads, country roads and suburban roads • restricted spaces
Training delivery methods and practice may include:	• coaching while riding (an individual rider or a group of riders, in a public street and off-street training environments) • combination of the above • commentary riding • demonstrations • explanations • facilitation of small group discussions • instructor promotion of forms of self-awareness, i.e. self-efficacy and self-monitoring by novice rider • mentoring • problem solving • working in a team with other instructors
Training sessions may include:	• one-to-one demonstration • small group demonstration (2 to 6 persons)

Training assessment may include:	• affective, e.g. satisfaction with the program • cognitive, e.g. knowledge and skills gain • modification of techniques based on client feedback, e.g. by use of client feedback sheets • psychomotor skills, e.g. ability to change gear smoothly
Training support may include:	• language and literacy specialists • training and assessment partners • trainers, teachers and assessors
Variables for achieving competency may include:	• participant characteristics • resources, e.g. time, location, space, people and costs
Workplace documents and procedures may include:	• company/enterprise/organisational procedures and policies • emergency procedures • quality assurance procedures and checklists • record of clients' riding skills, knowledge and abilities • standards and certification requirements

O: Security

TLIO0001 Undertake emergency response action to a security threat	
Operations may be conducted:	• by day or night • in a range of work environments and weather conditions
Customers may be:	• internal or external
Hazards may include:	• dust and vapours • firearm handling • hazardous or dangerous materials • humidity, air temperature • persons with felonious intent • uneven ground, steps, road surfaces • vehicular and pedestrian traffic
Consultative processes may involve:	• clients • management • other employees and supervisors • other professional or technical staff • police • private security personnel • public sector security personnel

	• security consultants
Incidents may include:	• actual or potential breaches of security arrangements
Communication may include:	• mobile and fixed phones • oral, aural or signed communications • radio
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Personal protective equipment (PPE) may include:	• firearms • gloves • safety headwear and footwear • two-way radios
Information/documents may include:	• award, enterprise bargaining agreement, other industrial arrangements • codes of practice, including the Codes of Practice for Manual Handling and the Industry Safety Code • competency standards and training materials • emergency procedures • job specifications • material safety data sheets • quality assurance procedures • relevant manufacturer specifications • standards and certification requirements • supplier and/or client instructions • workplace procedures and policies
Applicable regulations and legislation may include:	• licensing and permits for firearms and security occupations • licensing requirements for driving and carrying particular classes of goods • relevant Australian Standards and certification requirements • relevant state/territory firearms legislation • relevant state/territory privacy legislation • relevant state/territory road rules and traffic acts • state/territory work health and safety (WHS)/occupational health and safety (OHS) regulations and legislation, including manual handling regulations

TLIO0002 Apply and monitor workplace security procedures

Work may be conducted in:	• controlled or open environments • exposed conditions • limited or restricted spaces
Hazards may include:	• chemicals and hazardous or other dangerous materials • dust and vapours • humidity and air temperature • lighting conditions • movements of equipment, goods and materials • noise • vehicular traffic and pedestrians
Security procedures for high value goods may include:	• goods to be secured are tallied • identification codes/marks/numbers identified and recorded • reporting of shortages and damage • storage location matches product characteristics, including fire risks, weather damage or requirements workplace
Recording procedures for the receipt/delivery of cargo/freight/mail etc. may include:	• cargo/freight/mail documentation • cargo/freight/mail, including marks/numbers/identification codes • carrier and vehicle registration • gate pass and time of exit • number of pallets
Documentation may include:	• customs clearance • export receipt advice • gate pass clearance
Depending on workplace context, authorised personnel seeking entry to terminal/wharf/workplace may include:	• carriers • contractors • contractors • customs • employees of related industries • official representatives • port authority • relevant government departments and agencies responsible for enforcing Australian quarantine laws • shipping agents • site visitors • union representatives • work crews

Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • protective clothing • safety glasses • safety headwear and footwear • two-way radios
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • oral, aural or signed communications • phone • radio • radio frequency systems
Surveillance areas may include:	• buildings, gates and perimeter fence • customers, visitors and contractors are safe • monies, premises and equipment are secure • personnel and property are authorised to be in a secured area
Information/documents may include:	• Australian and international codes of practice and regulations relevant to the secure transfer of cargo/freight/mail/parcels including Australian Dangerous Goods (ADG) Code • award, enterprise bargaining agreement or other industrial arrangements • codes of practice, including Codes of Practice for Manual Handling and the Industry Safety Code • competency standards and training materials • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • emergency procedures • goods identification numbers and codes • HAZCHEM chart/SDS/MSDS • induction documentation • job specifications and procedures • manifests, consignment notes, bar codes, and container identification/serial number • quality assurance procedures • safety observation feedback program • supplier and or/client instructions' • workplace policies, operating procedures and practices

TLIO0003 Follow security procedures when working with goods and cargo	
Transport and logistics enterprises may involve:	• aviation • freight forwarding and customs broking • maritime • multimodal transport and logistics • rail transport • road transport • stevedoring • warehousing and distribution
Work may be conducted:	• in a range of work environments by day or night, including in large, medium or small transport terminals and storage facilities and on vehicles, trains, aircraft and vessels
Security procedures may be aimed at preventing or identifying:	• acts or threats of terrorism • assault • carriage or storage of prohibited goods • extortion • fraud • hijacking of a vehicle, train, aircraft or vessel • persons trespassing on security zones and restricted areas • pillage, theft and interference with cargo, goods and mail • smuggling of goods • the carriage of improvised explosive devices in cargo and mail • vandalism and graffiti
Security measures may include:	• access control into and out of restricted security areas • bag check points • escorts for visitors in restricted areas • explosives trace detection (ETD) screening of passengers, baggage, cargo and goods • locked doors, gates and fences • recording of carrier and vehicle registration details at gates and checkpoints • screening of passengers using hand-held and walk-through magnetometers • security guards at access points and gates to secured areas • use of ID cards • use of personal electronic access cards • video surveillance equipment • X-ray screening of baggage, cargo and goods

Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone • radio
Personal protective equipment (PPE) may include:	• eye and ear protection • gloves • high visibility clothing • safety headwear and footwear • two-way radios
Depending on the organisation concerned workplace procedures may be called:	• company procedures • enterprise procedures • established procedures • organisational procedures • operating procedures
Information and documents may include:	• Australian and international codes of practice and regulations relevant to the secure transport of passengers and the transfer and storage of cargo and goods • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • Australian transport security legislation and regulations • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • manufacturer specifications for equipment • operations manuals, job specifications and induction documentation • signs and instructions pertaining to security matters • supplier and/or client instructions • tickets, labels, manifests, bar codes, and container identification/serial numbers (as applicable) • workplace security program and related policies and procedures • workplace operating procedures and policies
Applicable legislation, regulations and codes may include:	• Australian and international codes of practice and regulations relevant to the secure transport of passengers and the transfer and storage of cargo and goods

	• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • Australian transport security legislation and regulations • export/import/quarantine/bond regulations • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation
• TLIO0005 Provide revenue protection measures	
Revenue protection may include:	• prevention, detection and recovery of losses • checking tickets • concession • concessional privileges • assistance in purchasing tickets • infringement notices • privilege passes
TLIO1002 Follow security procedures when working with passengers and personnel	
Work may be conducted:	• at international airports, domestic airports, regional airports and remote airfields • in a range of work environments by day or night • in large, medium or small transport terminals and storage facilities • on vehicles, trains, aircraft and vessels
Security procedures may be aimed at preventing or identifying:	• acts or threats of terrorism • assault • carriage or storage of prohibited goods • extortion • fraud • hijacking of a vehicle, train, aircraft or vessel • persons trespassing on security zones and restricted areas • smuggling of goods • the carriage of improvised explosive devices • unauthorised airside access at security-controlled airports and airfields • vandalism and graffiti
Security measures may include:	• access control into and out of restricted security areas • bag check points • escorts for visitors in restricted areas

	- explosives trace detection (ETD) screening of passengers, workplace personnel and visitors - locked doors, gates and fences - recording of carrier and vehicle registration details at gates and checkpoints - screening of passengers, workplace personnel and visitors using hand-held and walk-through magnetometers - security guards at access points and gates to secured areas - use of ID cards - use of personal electronic access cards - video surveillance equipment - X-ray screening of passengers, workplace personnel and visitors
Communication in the work area may include:	- electronic data interchange (EDI) - email - fax - internet - oral, aural or signed communications - phone - radio
Personal protective equipment (PPE) may include:	- eye and ear protection - gloves - high visibility clothing - safety glasses - safety headwear and footwear - two-way radios
Information and documents may include:	- Australian and international codes of practice and regulations relevant to the secure transport of passengers - Australian transport security legislation and regulations - manufacturer specifications for equipment - operations manuals, job specifications and induction documentation - signs and instructions pertaining to security matters - supplier and/or client instructions - workplace security procedures and related policies and procedures - workplace operating procedures and policies
Applicable legislation, regulations and codes may include:	Australian and international codes of practice and regulations relevant to the secure transport of passengers

	• Australian transport security legislation and regulations • export/import/quarantine regulations • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation
TLIO3012 Manage disruptive and/or unlawful behaviour	
Operations may be conducted in:	• by day or night • in a range of work environments and weather conditions
Customers may be:	• internal or external
Facilities and transportation units may include:	• amenities • buses/coaches • cafeterias • carriages • depots/other transport facilities • stations/interchanges/stops • ticket offices • toilets
Problems may include	• arguments • drunken behaviour • fare evasion • graffiti • hostilities • lack of compliance with no smoking signs • lack of compliance with transport regulations • physical abuse • verbal abuse
Equipment may include:	• alarms • security mirrors • security services (internal or external) • video/audio equipment • warning lighting
Contingency processes may involve:	• assistance from other staff if necessary • notification of external agencies where necessary e.g. police, security guards etc.
Customer safety surveillance may include:	• automatic camera monitoring • foot patrol • local and remote monitoring • vehicle patrol

Consultative processes may involve:	• customers • management • other employees and supervisors • police • private and public sector security personnel • security consultants
Communication in the work area may include:	• mobile and fixed phones • oral, aural or signed communications • radio
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • workplace procedures
Personal protective equipment (PPE) may include:	• firearms • gloves • safety headwear and footwear • two-way radios
Information/documents may include:	• award, enterprise bargaining agreement, other industrial arrangements • codes of practice and regulations concerning transport security • competency standards and training materials • conflict resolution documentation • documentation and records of security breaches • emergency response procedures • job specifications • organisation insurance requirements • quality assurance procedures • relevant manufacturer specifications for equipment used • reports of incidents • rules and regulations in regard to disruptive/unlawful behaviour • standards and certification requirements • workplace procedures, regulations, guidelines practices and policies
Applicable regulations and legislation may include:	• licensing and permits for firearms and security occupations • relevant Australian Standards and certification requirements • relevant state/territory firearms legislation • relevant state/territory privacy legislation

	• relevant state/territory road rules and traffic acts • state/territory work health and safety (WHS)/occupational health and safety (OHS) regulations and legislation concerning transport security
TLIO5005 Plan and manage security procedures for the enterprise	
Work may be undertaken:	• in various work environments in the warehousing, storage, transport and distribution industries
Customers may be:	• internal or external
Operations may be conducted:	• by day or night
The workplace environment may involve:	• large, medium and small workplaces • single and multi-site location • twenty-four-hour operation
Security may be provided:	• by internal or contract staff
Security coding for the identification of assets may include:	• assets register (coded and labelled) • stocktakes
Regular insurance assessments may include:	• conditions of insurance • insurance assessment of premises • monitoring insurance requirements
Work organisation procedures and practices may include:	• financial/administrative procedures • security procedures
Consultative processes may involve:	• industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • internal and contract security staff • management • other employees and supervisors • other professional or technical staff • police • relevant authorities, government departments and institutions • security consultants
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • mail • mobile and fixed phones • oral, aural or signed communications

	radio
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - established procedures - organisational procedures
Documentation/records may include:	- Australian and international standards, criteria and certification requirements - codes of practice and regulations relevant to the planning and management of security procedures - communications technology equipment and/or oral, aural or signed communications - conditions of service, legislation and industrial agreements including workplace agreements and awards - documentation of physical protection facilities - emergency procedures - insurance notes and information - quality assurance plans, data and document control - quality assurance standards and procedures - relevant competency standards and training materials - security programs operations manuals, job specifications and procedures and induction documentation - supplier and/or client instructions - workplace security procedures and policies
Applicable legislation and regulations may include:	- equal opportunity, equal employment opportunity and affirmative action legislation - licence, patent or copyright arrangements - regulations and codes of practice relevant to the planning and management of security procedures - relevant Australian Standards and certification requirements - relevant state/territory WHS/OHS and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors - relevant workers compensation legislation - relevant workplace relations legislation
TLIO5006 Plan and manage security procedures for transferring and transporting dangerous goods	
Work may be undertaken:	in various work environments in the warehousing, storage, transport and distribution industries
Customers may be:	internal or external

Operations may be conducted:	by day or night
The workplace environment may involve:	- large, medium and small workplaces - single and multi-site location - twenty-four-hour operation
Indications of potential security risks may include:	- consignment displays evidence of having been tampered with - consignment in unusual position - consignment is unsealed - consignment presents a potential fire hazard - loose goods in the consignment - signs of possible security breaches
Plans for dangerous goods transfer/loading operations may encompass consideration of:	- approved transfer site - customer requirements - emergency/incident procedures - permitted ullage and filling ratios and/or carrying capacities - positioning of vehicle - safe operating procedures - segregation and/or storage requirements - specification of required personal protection and emergency equipment - specification of required transfer equipment/assemblies
Planning processes may require:	application of problem solving and contingency management skills
Security arrangements may be:	routine or established for particular purposes
Classes of dangerous goods are as:	defined in the respective Australian Codes
Standard placarding, marking and signage for identified dangerous goods are as:	required in the respective Australian codes, including HAZCHEM codes
Hazards may include:	- contamination of, or from, materials being handled - dust/vapours - hazardous or dangerous materials/goods - ignition, fire and explosion - noise, light, energy sources - service lines - spill, leakages, ruptures

	stationary and moving machinery, parts or components
Hazard management is consistent with:	the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment (PPE)
Requirements for work may include:	- additional gear and equipment - authorities and permits - communications equipment - hours of operation - incident/accident/breakdown procedures - noise restrictions - site restrictions and procedures - specialised lifting, transfer and/or handling equipment - use of safety and personal protective equipment (PPE)
Consultative processes may involve:	- contractors - dangerous goods and work health and safety (WHS)/occupational health and safety (OHS) specialists - employees, supervisors and managers - equipment manufacturer and suppliers - industrial relations specialists - other professional or technical staff - regulatory authorities and internal and external emergency services - suppliers, potential customers and existing clients
Communications systems may involve:	- electronic data interchange (EDI) - email - fax - fixed and mobile telephone - mail and internal memo - radio
Personal protective equipment (PPE) may include but is not limited to:	- face mask and respirators - gloves - high visibility clothing - safety clothing - safety glasses - safety headwear and footwear - two-way radios

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Documentation/records may include:	• Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances • communications technology equipment and oral, aural or signed communications • conditions of service, legislation and industrial agreements including workplace agreements and awards • emergency procedures • goods identification numbers and codes, including Australian Dangerous Goods (ADG) Code and the International Maritime Dangerous Goods (IMDG) markings and HAZCHEM signs • manifests, bar codes, goods and container identification/serial number • manufacturer specifications, instructions and labelling advice, including safety data sheets (SDS)/material safety data sheets (MSDS) • operations manuals, job specifications and procedures and induction documentation • quality assurance plans, data and document control • quality assurance and customer service standards and procedures • relevant Australian Standards, criteria and certification requirements • relevant codes of practice, including the ADG Code, the Australian Explosives Code, the Industry Safety Code, and Codes of Practice for Manual Handling • relevant competency standards and training materials • Safe Working Load (SWL) and Working Load Limits (WLL) of transport options • supplier and/or client instructions • workplace operating procedures, maintenance schedules and policies
Applicable procedures and codes may include:	• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - ADG Code - Australian and international codes for transporting explosives

	- IMDG Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) • equal opportunity legislation • equal opportunity, equal employment opportunity and affirmative action legislation • patent or copyright arrangements • regulations and codes of practice related to loading/unloading of goods and manual handling including relevant road rules and mass and loading regulations • relevant Australian Standards • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • relevant workers compensation legislation • relevant workplace relations legislation • transport licence or permit requirements and associated mass and loading regulations
TLIO5017 Manage security of storage facilities	
Regular insurance assessments may include:	• conditions of insurance • insurance assessment of premises • monitoring insurance requirements
Security coding for the identification of assets may include:	• assets register (coded and labelled) • stocktakes
Worksite environment may involve:	• large, medium and small workplaces • security may be provided by internal or contract staff • single and multi-site location • twenty-four-hour operation
Depending on the organisation concerned, workplace procedures may be called:	• company procedures • enterprise procedures • established procedures • organisational procedures • operating procedures
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications

	• phone • radio frequency systems
Consultative processes may involve:	• industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • management and union representatives • other employees and supervisors • police • relevant authorities and institutions • relevant authorities, government departments and institutions • security consultants • suppliers of security equipment
Documentation and records may include:	• dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • documentation of physical protection facilities • insurance notes and information • relevant Australian Standards and certification requirements • relevant WHS/OHS and environmental protection regulations • security programs operations manuals, job specifications and procedures and induction documentation • supplier and/or client instructions • workplace policies and procedures related to Australian Dangerous Goods (ADG) Code
Applicable legislation and regulations may include:	• relevant planning and management of security procedures within a workplace • relevant state/territory WHS/OHS and environmental protection legislation • workplace relations regulations
TLIO5018 Manage compliance with customs excise	
Depending on the organisation concerned, workplace procedures may be called:	• company procedures • enterprise procedures • established procedures • organisational procedures • operating procedures
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications

	• phone • radio frequency systems
Consultative processes may involve:	• industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • management and union representatives • other employees and supervisors • relevant authorities and institutions
Documentation and records may include:	• client instructions • customs and related legislation • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • relevant Australian Standards and certification requirements • dumping commodities register • internal documentation used for border clearance functions • manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances • other regulatory requirements pertaining to border clearance functions • regulations and codes of practice relevant to Australian Dangerous Goods (ADG) Code, including safe working and local authority regulations and procedures • relevant sections of the Australian Customs Manual • relevant WHS/OHS and environmental protection regulations • workplace procedures and policies
Applicable legislation and regulations may include:	• Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances • Australian Customs Tariff Act 1995 • workplace relations regulations
TLIO5020 Advise on and manage security and safety in international freight transport	
International freight transport includes:	• the exporting of goods • the importing of goods • the transiting of goods
Work may be undertaken:	• in various work environments in the international freight transport supply chain including the freight forwarding organisation
Operations may be conducted:	• by day or night • in any weather conditions

Worksite environment may involve:	• different time zones • large, medium and small workplaces • single and multi-site location both in Australia and overseas • twenty-four-hour operation
Security services may be provided:	• by internal or contract staff • by other suitably qualified personnel in the supply chain such as in warehouses, distribution centres, seaports, airports, freight terminals, transit points, vessels, aircraft and road and rail vehicles
Security risks that may occur during an international freight forwarding project include but are not limited to:	• breaches of security (e.g. tampering with locks, packaging etc.) • fraud • revolution • terrorism • theft and pilfering • war
Safety risks that may occur during an international freight forwarding project include but are not limited to:	• damage to the cargo • explosion or fire • faulty packaging, loading or stowage of cargo • incorrect handling of cargo • injury to workers or members of the public arising from an accident during the handling or transport of the international freight • leaks of dangerous gases, powders, biological agents and liquids • natural disasters (e.g. flood, fire, storm, tsunami, earthquake etc.) • transport accident • use of inappropriate or faulty cargo handling equipment
Regular insurance assessments may include:	• conditions of insurance • insurance assessment of premises • monitoring insurance requirements
Work organisation procedures and practices may include:	• financial/administrative procedures • freight forwarding procedures • safety procedures • security procedures
Sources of information required to perform international freight	• key reference publications such as Incoterms, International Federation of Freight Forwarders Associations (FIATA) forms and documents, International Chamber of Commerce (ICC)

forwarding functions may include:	publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc. websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, government agencies responsible for transport security etc.
Depending on the organisation concerned, workplace procedures may be called:	- company procedures - enterprise procedures - established procedures - organisational procedures - operating procedures
Communication in the work area may include:	- electronic data interchange (EDI) - email - face-to-face conversation - fax - mail - telephone including fixed, mobile and IP phones
Consultative processes may involve:	- industrial relations, security and safety work health and safety (WHS)/occupational health and safety (OHS) specialists - internal and contract security and safety staff - management - other employees and supervisors - other professional or technical staff - police and emergency services - relevant authorities, government departments and institutions - security and safety consultants
Information/documents may include but are not limited to:	- Australian and international codes of practice, conventions and regulations relevant to the planning and management of international freight transport security and safety - Australian and international standards, criteria and certification requirements - communications technology equipment and/or oral, aural or signed communications - customer service and quality assurance standards and procedures - documentation of physical protection facilities - emergency procedures - insurance notes and information - job specifications and procedures and induction documentation

	• relevant competency standards and training materials • security and safety programs and related operations manuals • supplier and/or client instructions • workplace security and safety procedures and policies
Applicable legislation and regulations may include:	• Australian and international regulations, conventions and codes of practice for the safe and secure international transport of freight • Australian and international standards and certification requirements • relevant Australian and international environmental protection legislation • relevant Australian and international transport security and safety legislation • relevant regulations for the import and export of cargo • relevant regulations pertaining to international trading and financial transactions

P: Administration and Finance

TLIP0001 Sell products and services	
Goods and services may include:	• items sold on an occasional basis such as surplus equipment or stock • marketing or promotional items • tickets • vouchers
Equipment may include:	• electronic calculators • point of sale equipment • pricing equipment • ticket machines
Communication in the work area may include:	• electronic data interchange (EDI) • email/internet • face-to-face communication and memos • fax • phone • signed communications
Information/documents may include:	• award, enterprise bargaining agreement and other industrial arrangements

	- customer service and quality assurance procedures - manufacturer specifications for office and communications equipment and materials - pricing information including catalogues and computerised information - published or computerised information on available products and services - relevant codes of practice and regulations, including trade practice and consumer protection regulations - relevant work health and safety (WHS)/occupational health and safety (OHS) requirements and policies - work instructions, job description and induction materials - workplace procedures and policies for selling products and services
Applicable regulations and legislation may include:	- relevant codes and regulations pertaining to sales of products and services, including trade practice and consumer protection requirements - relevant state/territory WHS/OHS legislation - workers compensation regulations - workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
TLIP0004 Conduct financial transactions and maintain records for a taxi	
Tariff structures and hiring arrangements may include:	- relevant tariffs, tolls and fees - various forms of hiring
Amount owing is determined:	- in accordance with workplace policy and procedures - in conformance with legal and regulatory requirements
Relevant tools and equipment used in the taxi industry may include:	- calculators - EFTPOS machines - manual card imprinting resources - non-cash credit vouchers - taxi meters - various forms of cards
Applicable regulations and legislation may include:	- licensing requirements for driving and carrying particular classes of goods - regulatory requirements for conducting financial transactions - relevant Australian Standards and certification requirements - relevant state/territory privacy legislation - relevant state/territory road rules and traffic acts

	relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) regulations and legislation
TLIP0006 Develop plans to meet customer and organisation needs	
Plans may include:	- quality improvement of services, operations or products - strategic planning - tactical planning
Consultative processes may involve:	- customers and suppliers - industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - management and union representatives - other employees and supervisors - other professional or technical staff, contractors and maintenance personnel
Information/documentation may include:	- customer/client instructions and assessed requirements - insurance requirements - legislation, regulations and related documentation relevant to business operations - manufacturer /suppliers' specifications, advice, recommended procedures, policies and instructions - procedures for the development of workplace plans and budgets - quality assurance procedures - regulations and policies relating to minimising risks to the environment and ensuring compliance with WHS/OHS requirements - relevant agreements, codes of practice including the industry standards for services and operations - reports of accidents and incidents within regulatory requirements and workplace procedures - workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
Applicable regulations and legislation may include:	- environmental protection regulations - equal employment legislation and related policies - hazardous substances and dangerous goods codes - licence, patent or copyright arrangements - relevant Australian and state/territory WHS/OHS legislation - relevant Australian Standards and certification requirements - relevant insurance regulations - relevant regulations, standards and codes of practice

	• taxation and trading regulations relevant to business operations
TLIP0007 Facilitate and capitalise on change in the workplace	
Workplace policies and procedures for facilitating and capitalising on change in the workplace may include:	• customer service • problem solving • quality improvement • risk management • strategic planning
Change may include:	• changes in work locations • changes in work structures • new management • new products or services • new quality systems • new training programs • new work practices
Relevant regulations/legislation may be related to:	• confidentiality • contract disputation • goods regulatory requirements • probity
Consultative processes may involve:	• customers and suppliers • industrial relations and WHS/OHS specialists • management and union representatives • other employees and supervisors • other professional or technical staff, contractors and maintenance personnel
Information/documentation may include:	• customer/client instructions and assessed requirements • insurance requirements • legislation, regulations and related documentation relevant to business operations • manufacturer /supplier's specifications, advice, recommended procedures, policies and instructions • procedures for the development of workplace plans and budgets • quality assurance procedures • regulations and policies relating to minimising risks to the environment and ensuring compliance with WHS/OHS requirements • relevant agreements, codes of practice including the industry standards for Services and Operations

	• reports of accidents and incidents within regulatory requirements and workplace procedures • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
Applicable regulations and legislation may include	• environmental protection regulations • equal employment legislation and related policies • hazardous substances and dangerous goods codes • licence, patent or copyright arrangements • relevant Australian and state/territory WHS/OHS legislation • relevant Australian Standards and certification requirements • relevant insurance regulations • relevant regulations, standards and codes of practice • taxation and trading regulations relevant to business operations
TLIP0008 Implement and monitor logistics planning and process	
Documentation and records may include:	• dangerous goods declarations and material safety data sheets, where applicable • goods manifest • quality assurance procedures • regulations and codes of practice relevant to Australian Dangerous Goods (ADG) Code, including safe working and local authority regulations and procedures • relevant Australian Standards and certification requirements • relevant WHS/OHS and environmental protection regulations • workplace policies and procedures related to ADG Code
Applicable legislation and regulations may include:	• Australian and international explosives codes • Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances • Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code • Dangerous Goods by Air regulations • equal opportunity, equal employment opportunity and affirmative action • export/import/quarantine/bond requirements • Marine/Aviation Orders • relevant state/territory WHS/OHS and environmental protection legislation • transport licence/permit requirements • workplace relations regulations

TLIP0009 Manage workplace information	
Information may be:	• in print or electronic form and may include forms, letters, memos, operational data, faxes, manifests, inventories, orders, invoices, freight documentation and other documents, records and data required within warehousing, stevedoring, transport and distribution operations
Consultative processes may involve:	• customers and suppliers • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • management and union representatives • other employees and supervisors • other professional or technical staff, contractors and maintenance personnel
Information/documentation may include:	• emergency procedures • guidelines relating to minimising risks to the environment and compliance with WHS/OHS requirements • legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection • manufacturer specifications and/or supplier's advice, recommended procedures, policies and instructions • safety data sheets (SDS)/material safety data sheets (MSDS) • quality assurance procedures • quality or enterprise work specifications and procedures • relevant agreements and codes of practice • relevant contracts and agreements • reports of accidents and incidents within regulatory requirements and enterprise procedures • supplier and/or client instructions • workers compensation • workplace agreements and awards • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • workplace policies and procedures
Applicable regulations and legislation may include:	• environmental protection regulations • equal employment legislation and related policies • hazardous substances and dangerous goods codes • licence, patent or copyright arrangements • relevant Australian and state/territory WHS/OHS legislation

	• relevant Australian Standards and certification requirements • relevant regulations, standards and codes of practice
TLIP0010 Monitor a supply chain operation	
Supply chain operations may include:	• cash flow • component suppliers (including first and second tier) • customers • distribution • freight • inventory - purposes/costs • inventory models • logistics • manufacturers • recyclers • retailers • third-party service providers • wholesalers
Organisational policies and procedures may include:	• business relationships • categorisation and control inventory • communication protocols • control strategies • despatch processes • environmental sustainability • lot sizing and costs • quality systems • reporting • security procedures • work health and safety (WHS)/occupational health and safety (OHS)
Relevant legislation may include:	• environmental protection legislation • relevant WHS/OHS legislation • Sales of Goods Act • Trade Practices Act
Quality measures may include:	• agile • benchmarking systems, for example, Supply Chain Operations Reference (SCOR) • customer service and satisfaction • lean

	• relevant Australian Standards, criteria and certification requirements • quality management system • variation analysis
Forecasting may include:	• customer needs/demands • globalisation • human/physical resource planning • prediction/projection of sales • world economy
TLIP0011 Monitor warehouse operations	
Compliance frameworks may include:	• chain of responsibility • codes of practice and guidelines • dangerous goods codes • food safety legislation and codes • industrial relations, including enterprise agreements, awards and Fair Work Australia Act • industry standards such as food safety, pharmaceutical, racking standards, and plant and equipment standards • International Organization for Standardization (ISO) e.g. quality, work health and safety (WHS)/occupational health and safety (OHS), and environment • WHS/OHS Acts and regulations • workplace management systems
Storage variations may include:	• ante room • chiller • dangerous and hazardous goods • despatch • dry store • freezer • general merchandise • high value goods • receipt
Applicable legislation and regulations may include:	• dangerous goods and hazardous substances storage and identification • environmental sustainability • licensing • permits • WHS/OHS requirements

Types of warehouses and their functions may include:	• automated • bulk • capital outlays/cost • cold storage • distribution centres • facility layout and support systems • high security • leased • manual • private • process layouts for various products • size and height • temperature controlled
Warehouse management systems may include:	• forklift truck mounted devices with bar code readers • inventory controller • inventory, receiving, storing, picking and shipping (IRSPS) • radio frequency identification (RFID) and bar code • warehouse inventory tracking solution
Material handling equipment may include:	• conveyors • cranes/mobile hoists • forklifts • high rise stackers • manually operated equipment • mobile/fixed • wrappers - sheet, shrink or tape
Workplace policies and procedures may include:	• business operations/objectives and targets • documentation requirements • environmental sustainability • reporting procedures • safe work procedures • security procedures • service standards • operating procedures • WHS/OHS
Inventory and stock control may include:	• computer-controlled vehicles • data management - inventory control • materials handling

	• order sorting storage systems • product recognition/scanning • stocktaking • transporting systems
Products/goods may include:	• dangerous goods and hazardous substances • flammability • form/shape • fragile goods • overseas export • perishable goods • refrigerated products • size • small parts • temperature controlled stock • toxicity • weight
Engineered standards may include:	• advantages/limitations • definitions • ergonomic issues • origins • synthesis from data • time measurement units
Warehouse security may include:	• accident prevention • pilferage • risk analysis • signage e.g. HAZCHEM • surveillance systems/processes • type, location and quantity of stock
Security threats may include:	• break and entry • contraband • illegal import/export activity • pilferage • special handling and safe storage • specific commodity vulnerabilities
TLIP2014 Capture records into a records keeping system	
Work may be conducted:	• by day or night

	in a range of work environments
Customers may be:	internal or external
Workplaces may comprise:	large, medium or small worksites
Workplace environment may include movement of:	- equipment - goods - materials - products - vehicular traffic
Records may include:	- a number of simple series; form-based records (e.g. financial or personnel transactions with limited range of activities in the records) - a simple records series (single disposal class in disposal authority) - action that is either complete or includes sentencing that may be part of the capture process - media that is paper-based, electronic or other format
The record capturing process is:	conducted as part of records management activities with the operator using discretion and judgement within established procedures
Operating environment may include:	- a sentencing process encompassing review with team procedures ensuring consistency - operating under supervision - working as a team effort - working solo
Hazards in the work area may include:	- debris on floor - dust, chemicals and vapours - electrical equipment - faulty equipment - faulty racking - height and reach implications of storage facilities - humidity, air temperature, radiant heat - noise, light, energy sources - pests - poorly stacked records or boxes - stationary and moving equipment, parts and materials
Personal protective equipment (PPE) may include:	- gloves - high visibility clothing

	• protective clothing • safety glasses • safety headwear and footwear
WHS/OHS requirements include:	• elimination/control of hazards • machine guarding • machine isolation • manual handling • protective clothing
TLIP2017 Maintain control of records	
Work may be conducted:	• by day or night • in a range of work environments
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Workplace environment may include movement of:	• equipment • goods • materials • products • vehicular traffic
Records may be:	• paper or electronically based
Storage requirements may include records in various modes such as:	• audio • CD-ROM • computer disks and reels • film • microfiche • paper-based
The record control process is:	• conducted as part of records management activities with the operator using discretion and judgement within established procedures
Record information to be updated may come from:	• action officers • file transfer slips • requests • results of file audit • supervisor • user
Standard reports prepared from the record keeping system may include:	• daily correspondence • overdue action reports

	• resubmits for following day • statistics
Those requiring copies of staff/user lists may include:	• managers of record keeping areas • those undertaking classification and capture
WHS/OHS requirements include:	• elimination/control of hazards • manual handling • protective clothing
Communication in the work area may include:	• barcode readers • electronic data interchange (EDI) • email/internet • fax • oral, aural or signed communications • phone • radio frequency systems
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established or standard procedures • organisational procedures
Consultative processes may involve:	• customers/clients • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • other professional or technical staff • suppliers and contractors • union representatives • workplace personnel including supervisors and managers
Hazards in the work area may include:	• debris on floor • dust and vapours • electrical equipment • faulty equipment • faulty racking • height and reach implications of storage facilities • humidity, air temperature and radiant heat • noise, light and energy sources • poorly stacked records or boxes • stationary and moving equipment, parts and materials

Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • protective clothing • safety glasses • safety headwear and footwear
Information/documents may include:	• award, enterprise bargaining agreement, other industrial arrangements • codes of practice, including the Codes of Practice for Manual Handling and the Industry Safety Code • emergency procedures • job specifications and workplace operating procedures • manufacturer specifications for equipment/tools • quality assurance standards for records management • relevant Australian or international standards pertaining to records management • relevant regulations, including the privacy and confidentiality requirements • standards and certification requirements • storage specifications and requirements • supplier and/or client instructions
Applicable regulations and legislation may include:	• freedom of information regulations • privacy and confidentiality legislation and regulations • relevant Australian Standards relating to records management • relevant codes and regulations pertaining to records management • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • workers compensation regulations • workplace relations regulations, including equal opportunity, equal employment opportunity and affirmative action legislation
TLIP2018 Provide information from and about records	
Work may be conducted:	• by day or night • in a range of work environments
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Workplace environment may include movement of:	• equipment • goods • materials

	• products • vehicular traffic
Records may be:	• paper or electronically based
Storage requirements may include records in various modes such as:	• audio • CD-ROM • computer disks and reels • film • microfiche • paper-based
The information service is conducted as part of:	• records management activities with the operator using discretion and judgement within established procedures. Boundaries of requests under freedom of information legislation and precedents may need to be considered. Interpretation of access clearances and privacy restrictions for records within particular levels of access and associated security releases may be required
Appropriate format for provision of information may include:	• copy of original • digital • hard or soft copy of original • original • permission to view information/record
Hazards in the work area may include:	• debris on floor • dust and vapours • electrical equipment • faulty equipment • faulty racking • height and reach implications of storage facilities • humidity, air temperature and radiant heat • noise, light and energy sources • poorly stacked records or boxes • stationary and moving equipment, parts and materials
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • protective clothing • safety glasses • safety headwear and footwear
WHS/OHS requirements include:	• elimination/control of hazards • manual handling

	• protective clothing
Communication in the work area may include:	• barcode readers • electronic data interchange (EDI) • email/internet • fax • oral, aural or signed communications • phone • radio frequency systems
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established or standard procedures • organisational procedures
Consultative processes may involve:	• customers/clients • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • other professional or technical staff • suppliers and contractors • union representatives • workplace personnel, including supervisors and managers
Information/documents may include:	• award, enterprise bargaining agreement, other industrial arrangements • codes of practice, including the Codes of Practice for Manual Handling and the Industry Safety Code • emergency procedures • job specifications and workplace operating procedures • manufacturer specifications for equipment/tools • quality assurance standards for records management • relevant Australian or international standards pertaining to records management • relevant regulations including the privacy, confidentiality, access and security requirements • standards and certification requirements • storage specifications and requirements • supplier and/or client instructions
Applicable regulations and legislation may include:	• freedom of information regulations • privacy and confidentiality legislation and regulations • relevant Australian Standards relating to records management • relevant codes and regulations pertaining to records management

	• relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • workers compensation regulations • workplace relations regulations, including equal opportunity, equal employment opportunity and affirmative action legislation
TLIP2024 Conduct financial transactions	
Hazards may include:	• dust and vapours • hazardous or dangerous materials • humidity, air temperature and radiant heat • light, including UV • noise • uneven ground, steps, road surfaces • vehicular and pedestrian traffic
Finance processing equipment may include:	• EFTPOS and credit card facilities • manual and electronic cash registers • manual ticketing resources • smart card
Communication may include:	• mobile and fixed phones • oral, aural or signed communications • radio
Information/documents may include:	• award, enterprise bargaining agreement, other industrial arrangements • codes of practice, including the Codes of Practice for Manual Handling and the Industry Safety Code • competency standards and training materials • emergency procedures • induction documentation • job specifications • safety data sheets (SDS)/material safety data sheets (MSDS) • operations manuals • quality assurance procedures • relevant manufacturer specifications and instructions for the use of transaction equipment • relevant standards and certification requirements • supplier and/or client instructions • workplace procedures and policies

Applicable regulations and legislation may include:	• licensing requirements for driving and carrying particular classes of goods • regulatory requirements for conducting financial transactions • relevant Australian Standards and certification requirements • relevant state/territory privacy legislation • relevant state/territory road rules and traffic acts • relevant state/territory WHS/OHS regulations and legislation
TLIP2029 Prepare and process financial documents	
Requirements for work may include:	• authorities and permits • communications equipment • financial regulations and processes • hours of operation • privacy and security procedures • site restrictions and procedures • specified loading operations • use of safety and personal protective equipment (PPE)
Processing of financial documents may include:	• balancing all transactions • preparing and processing banking documents • preparing invoices for debtors • recording and balancing petty cash transactions • rectifying discrepancies as directed
Lodgement of transactions with financial institutions may include:	• electronic banking • manual processes, including the use of third parties
Preparation of documentation is undertaken:	• within scope of authority
Business source documents may include:	• consignment notes • credit notes • despatch and receipt notes • electronic banking • invoices and receipts • orders • requisitions • sales tax statements • service statements • statements
Communications systems may involve:	• electronic data interchange (EDI) • email

	• fax • mail • telephone
Documentation/records may include:	• Australian and international standards, criteria and certification requirements • communications technology equipment, oral, aural or signed communications • competency standards and training materials • guidelines concerning relevant financial regulations, codes and procedures, including relevant taxation requirements • manufacturer /client specifications, instructions and labelling advice, including safety data sheets (SDS)/material safety data sheets (MSDS) • operations manuals, job specifications and procedures and induction documentation • quality assurance procedures • security procedures • supplier and/or client instructions • WHS/OHS procedures • workplace operating procedures and policies
Applicable regulations and legislation may include:	• Australian and international standards and certification requirements • international transport regulations, codes and procedures • relevant financial regulations, codes and procedures including relevant taxation requirements • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation
TLIP2032 Maintain petty cash account	
Equipment may include:	• cash holding box/system • cash transaction record book • filing and record keeping system • relevant computer software
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone

	radio frequency systems
Personal protective equipment (PPE) may include:	- gloves - high visibility clothing - safety glasses - safety headwear and footwear
Information/documents may include:	- award, enterprise bargaining agreement, other industrial arrangements - codes of practice and regulations relevant to petty cash accounts - emergency procedures - manufacturer specifications for equipment - operations manuals, job specifications and induction documentation - quality assurance procedures - relevant Australian Standards and certification requirements - workplace procedures and policies concerning petty cash transactions, including security procedures
Applicable regulations and legislation may include:	- audit and financial legislation - conditions of credit extension policies and related government legislation - privacy legislation - relevant codes and regulations for the provision of credit services - relevant state/territory WHS/OHS and environmental protection legislation - workers compensation regulations - workplace relations regulations
TLIP4003 Implement, maintain and evaluate dangerous good transport procedures within the workplace	
Policies and procedures for the transportation of dangerous goods must:	conform to relevant legislative framework and guidance material
Hazards may include:	- contamination of, or from, materials being handled - dust/vapours - hazardous or dangerous materials - noise, light and energy sources - service lines - spill, leakages and ruptures - stationary and moving machinery, parts or components

Hazard management is consistent with:	the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment (PPE)
Requirements for work may include:	- additional gear and equipment - authorities and permits - communications equipment - hours of operation - incident/accident/breakdown procedures - noise restrictions - site restrictions and procedures - specialised transfer/transport equipment - use of safety and personal protective equipment (PPE)
Consultative processes may involve:	- contractors - employees, supervisors and managers - equipment manufacturer and suppliers - industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - other professional or technical staff - supplier instructions
Personal protective equipment (PPE) may include but is not limited to:	- face mask, respirators and breathing apparatus - gloves - high visibility clothing - safety clothing - safety glasses - safety headwear and footwear - two-way radios
Documentation/records may include:	- all relevant Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods (ADG) Code - communications technology equipment and oral, aural or signed communications - conditions of service, legislation and industrial agreements including workplace agreements and awards - emergency procedures - goods identification numbers and codes, including current ADG Code and the International Maritime Dangerous Goods (IMDG) markings and HAZCHEM signs

	• manifests, bar codes, goods and container identification/serial number • manufacturer specifications, instructions and labelling advice, including safety data sheets (SDS)/material safety data sheets (MSDS) • operations manuals, job specifications and procedures and induction documentation • quality assurance plans, data and document control • quality assurance and customer service standards and procedures • relevant Australian Standards, criteria and certification requirements • relevant codes of practice, including the ADG Code, the Australian Explosives Code, the Industry Safety Code, and Codes of Practice for Manual Handling • relevant competency standards and training materials • Safe Working Load (SWL) and Working Load Limits (WLL) of transport options • supplier and/or client instructions • workplace operating procedures, maintenance schedules and policies
Applicable procedures and codes may include:	• Australian and international regulations and codes of practice for the handling, transfer and transport of dangerous goods and hazardous substances, including: - ADG Code - Australian and international codes for transporting explosives - IMDG Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) • equal opportunity legislation • equal opportunity, equal employment opportunity and affirmative action legislation • licence, patent or copyright arrangements • regulations and codes of practice related to transport of goods and manual handling, including relevant road rules and mass and loading regulations • relevant Australian Standards • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • relevant workers compensation legislation • relevant workplace relations legislation

	workplace relations regulations
TLIP5004 Develop a transport and logistics business plan	
Work may be undertaken:	in various work environments in the warehousing, storage, transport, and logistics industries
Customers may be:	internal or external
Transport and logistics operations may be conducted:	- by day or night - in all weather conditions
The workplace environment may involve:	- large, medium and small workplaces - single and multi-site locations - twenty-four-hour operation
Business systems may include:	- authorities and permits - communications systems - hours of operation - relevant regulations - scope of workplace operations - transport and logistics policies, protocols and procedures
The transport and logistics business plan may be:	developed for a whole organisation or a business unit within an organisation
Products may be:	goods and/or services
Consultative processes may involve:	- employees, supervisors and managers - industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - other professional or technical staff - relevant authorities, government departments and institutions - representatives of other enterprises and organisations - suppliers and current or potential clients
Communications systems may involve:	- electronic data interchange (EDI) - email - fax - fixed and mobile telephone - mail and internal memo - radio - radio frequency systems
Depending on the type of organisation concerned and the local terminology used,	- company procedures - enterprise procedures - established procedures

workplace procedures may include:	organisational procedures
Documentation/records may include:	- Australian and international codes of practice and regulations relevant to business operations - Australian and international regulations and codes of practice for the handling, storage, transfer and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods (ADG) Code and the International Maritime Dangerous Goods (IMDG) Code - Australian and international standards, criteria and certification requirements - communications technology equipment and oral, aural or signed communications - conditions of service, legislation and industrial agreements, including workplace agreements and awards - emergency procedures - operations manuals, job specifications and procedures and induction documentation - quality assurance plans, data and document control - quality assurance standards and procedures - relevant competency standards and training materials - Safe Working Load (SWL) and Working Load Limits (WLL) of transport options - supplier and/or client instructions - workplace operating procedures and policies
Applicable procedures and codes may include:	- Australian and international regulations and codes of practice for the handling, storage, transport and transfer of dangerous goods and hazardous substances, including: - ADG Code - Australian and international codes for transporting explosives - IMDG Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - equal opportunity, equal employment opportunity and affirmative action legislation - patent or copyright arrangements - regulations and codes of practice relevant to business operations - relevant Australian and international standards and certification requirements - relevant licence or permit requirements and associated regulations

	• relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • relevant workers compensation legislation • relevant workplace relations legislation
TLIP5006 Establish international distribution networks	
Work may be undertaken:	• in various work environments in the warehousing, storage, transport and distribution industries
Customers may be:	• internal or external
Operations may be conducted:	• by day or night • in all weather conditions
The workplace environment may involve:	• large, medium and small workplaces • single and multi-site locations • twenty-four-hour operation
Requirements for work may include:	• authorities and permits • communications equipment • international codes of practice • international financial control and exchange regulations • international markets • limits of authority in relation to determination of contracts
Consultative processes may involve:	• custom brokers • financial and government institutions • freight forwarding agencies and specialists • management and union representatives • other employees and supervisors • other professional or technical staff • service providers • suppliers, potential customers and existing clients
Service providers will be:	• from a range of organisations and countries, and will differ significantly in their capability and capacity to undertake freight forwarding operations. Assessment should confirm the applicability of new providers to provide a quality, cost competitive service within agreed service parameters
Communications systems may involve:	• electronic data interchange (EDI) • email • fax • fixed or mobile telephone • mail and internal memos

	• radio • radio frequency systems
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Documentation/records may include:	• Australian and international codes of practice and regulations relevant to the international distribution of goods and freight • Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods (ADG) Code and the International Maritime Dangerous Goods (IMDG) Code • client instructions • communications technology equipment and oral, aural or signed communications • conditions of service, legislation and industrial agreements, including workplace agreements and awards • contract documents • customer service and quality assurance standards and procedures • emergency procedures • insurance documentation • manufacturer/supplier specifications, instructions and labelling advice, including safety data sheets (SDS)/material safety data sheets (MSDS) • operations manuals, job specifications and procedures and induction documentation • quality assurance plans, data and document control • relevant Australian and international standards, criteria and certification requirements • relevant competency standards and training materials • Safe Working Load (SWL) and Working Load Limits (WLL) of transport and distribution options • workplace operating procedures and policies
Applicable procedures and codes may include:	• Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances, including: - ADG Code - Australian and international codes for transporting explosives

	- IMDG Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) • Australian and international insurance regulations and legislation • Australian and international standards and certification requirements • equal opportunity, equal employment opportunity and affirmative action legislation • licence, patent or copyright arrangements • regulations and codes of practice for the international transfer of freight • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • relevant workers compensation legislation • relevant workplace relations legislation
TLIP5007 Contribute to the development of a workplace learning environment	
Learning activities may be:	• provided in various work environments in the warehousing, storage, transport and distribution industries
This unit operates in an environment where:	• workplace structures support workplace learning
Customers may be:	• internal or external
Operations may be conducted:	• by day or night
The workplace environment may involve:	• large, medium and small workplaces • single and multi-site locations • twenty-four-hour operation
Workplace learning environment may involve:	• both internal and external competency-based learning opportunities • opportunities for the recognition of skills and knowledge gained through previous learning and experience • structured and non-structured learning opportunities • workplace on-the-job coaching and mentoring
Consultative and learning processes may involve:	• employees, supervisors and managers • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • other professional or technical staff • relevant authorities, government departments and institutions • training providers and assessors

Communications systems may involve:	• electronic data interchange (EDI) • email • fax • fixed and mobile telephone • mail and internal memo • radio
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Documentation/records may include:	• Australian and international standards, criteria and certification requirements • codes of practice and regulations relevant to workplace operations • communications technology equipment and oral, aural or signed communications • conditions of service, legislation and industrial agreements, including workplace agreements and awards • emergency procedures • quality assurance plans, data and document control • quality assurance standards and procedures • relevant competency standards and assessment materials • training manuals, job specifications and procedures and induction documentation • training materials and learning resources • workplace procedures and policies for creation of a workplace learning environment
Applicable regulations and legislation may include:	• Australian and international standards and certification requirements • equal opportunity, equal employment opportunity and affirmative action legislation • regulations and codes of practice relevant to workplace operations • regulations applicable to competency-based training and assessment carried out within the Australian Qualifications Framework (AQF) • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • relevant workers compensation legislation

	relevant workplace relations legislation
TLIP5008 Manage a transport and logistics business unit	
The business unit may be:	- a complete small business enterprise - a unit within a larger organisation, within the warehousing, storage, transport, and logistics industries
This unit requires the application of:	system management processes to ensure business objectives are achieved
Customers may be:	internal or external
Operations may be conducted:	- by day or night - any weather conditions
The workplace environment may involve:	- large, medium and small workplaces - single and multi-site locations - twenty-four-hour operation
Services, products, risks, work systems and requirements:	potentially vary in different sections of the workplace
Consultative processes may involve:	- customers and suppliers - employees, supervisors and managers - industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - other professional or technical staff - relevant authorities, government departments and institutions - representatives of other enterprises and organisations with an interest in the business activities of the unit/organisation
Communications systems may involve:	- electronic data interchange (EDI) - email - fax - fixed and mobile telephone - mail and internal memo - radio
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - established procedures - organisational procedures
Documentation/records may include:	- Australian codes of practice and regulations relevant to business unit operations - business policies and operating procedures

	- communications technology equipment and oral, aural or signed communications - conditions of service, legislation and industrial agreements, including workplace agreements and awards - emergency procedures - operations manuals, job specifications and procedures and induction documentation - quality assurance plans, data and document control - quality assurance standards and procedures - relevant Australian Standards, criteria and certification requirements - relevant competency standards and training materials - supplier and/or client instructions
Applicable regulations and legislation may include:	- equal opportunity, equal employment opportunity and affirmative action legislation - regulations and codes of practice relevant to business unit operations - relevant Australian Standards and certification requirements - relevant codes and regulations for the carriage and storage of hazardous substances and dangerous goods, where applicable - relevant state/territory environmental protection legislation - relevant state/territory WHS/OHS legislation - relevant trade practices legislation - relevant workers compensation legislation - relevant workplace relations legislation
TLIP5011 Develop and evaluate strategies for transport and logistics enterprises	
Work may be undertaken:	in various work environments in the warehousing, storage, transport, and logistics industries
Customers may be:	internal or external
Transport and logistics operations may be conducted:	- by day or night - in all weather conditions
The workplace environment may involve:	- large, medium and small workplaces - single and multi-site locations - twenty-four-hour operation
Planning information may be generated from a wide range of sources, including:	- analysts - authorities - clients

	• industry forums • internal personnel • peak industry bodies • state/territory and federal governments
External consultants may be engaged in:	• development, implementation and evaluation processes
Workplace systems may include:	• authorities and permits • communications systems • hours of operation • relevant regulations • scope of workplace operations • transport and logistics policies, protocols and procedures
Consultative processes may involve:	• contractors • employees, supervisors and managers • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • market analysts • other professional, maintenance or technical staff • relevant authorities, government departments and institutions • representatives of other enterprises and organisations • suppliers and current or potential clients
Communications systems may involve:	• electronic data interchange (EDI) • email • fax • fixed and mobile telephone • mail and internal memo • radio • radio frequency systems
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Documentation/records may include:	• audit reports concerning quality, WHS/OHS, environment, operations, customer service • Australian and international codes of practice and regulations relevant to workplace operations • Australian and international regulations and codes of practice for the handling, storage, transfer and transport of dangerous goods

	and hazardous substances, including the Australian Dangerous Goods (ADG) Code and the International Maritime Dangerous Goods (IMDG) Code • Australian and international standards, criteria and certification requirements • communications technology equipment and oral, aural or signed communications • conditions of service, legislation and industrial agreements, including workplace agreements and awards • emergency procedures • operations manuals, job specifications and procedures and induction documentation • quality assurance plans, data and document control • quality assurance standards and procedures • relevant competency standards and training materials • Safe Working Load (SWL) and Working Load Limits (WLL) of transport options • supplier and/or client instructions • workplace operating procedures and policies
Applicable procedures and codes may include:	• Australian and international regulations and codes of practice for the handling, storage, transport and transfer of dangerous goods and hazardous substances • equal opportunity, equal employment opportunity and affirmative action legislation • patent or copyright arrangements • regulations and codes of practice relevant to business operations • relevant Australian and international standards and certification requirements • relevant licence or permit requirements and associated regulations • relevant state/territory environmental protection legislation • relevant state/territory trade practices legislation • relevant state/territory WHS/OHS legislation • relevant workers compensation legislation • relevant workplace relations legislation
TLIP5025 Set and achieve budgets	
Work may be undertaken in various work environments and involves a leadership role in the warehousing, storage, transport and	• at the client's workplace • in team and autonomous working situations • in the vehicle on the road • in the warehouse and/or depot

distribution industries, for example:	
Customers may be:	• internal or external
Operations may be conducted:	• by day or night
The workplace environment may involve:	• large, medium and small workplaces • single and multi-site location • twenty-four-hour operation
Services, products, risks, work systems and requirements potentially vary:	• in different sections of the workplace
Budgets may be:	• developed for component parts of operations or for specialised service provision
Budgets are developed:	• within the context of workplace policies and procedures
Consultative processes may involve:	• contractors • employees, supervisors and managers • financial managers and accountants • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • other professional, maintenance and technical staff • relevant authorities, government departments and institutions • representatives of other enterprises and organisations related to the international transfer of freight • suppliers and current or potential clients
Communications systems may involve:	• electronic data interchange (EDI) • email • fax • fixed and mobile telephone • mail, forms and internal memos • radio
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Documentation/records may include:	• Australian and international standards, criteria and certification requirements • budgetary documentation

	• codes of practice and regulations relevant to the budgetary control • communications technology equipment and oral, aural or signed communications • conditions of service, legislation and industrial agreements, including workplace agreements and awards • emergency procedures • operations manuals, job specifications and procedures and induction documentation • quality assurance plans, data and document control • quality assurance standards and procedures • relevant competency standards and training materials • supplier and/or client instructions • workplace operating procedures and policies
Applicable procedures and codes may include:	• equal opportunity, equal employment opportunity and affirmative action legislation • regulations and codes of practice relevant to budgetary control • relevant Australian Standards and certification requirements • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • relevant workers compensation legislation • relevant workplace relations legislation
TLIP5035 Manage budgets and financial plans	
Delegations and budget accountabilities may include:	• authorising expenditure within limits • monitoring expenditure • reporting on variances to budget/plan • taking remedial action within budget authority
Depending on the organisation concerned, workplace procedures may be called:	• company procedures • enterprise procedures • established procedures • organisational procedures • operating procedures
Documentation and records may include:	• quality assurance procedures • relevant Australian Standards and certification requirements
Applicable legislation and regulations may include:	• relevant industry codes of practice • relevant legislation from all levels of government that affects business operation, especially in regard to the maintenance of up-to-date, accurate financial information

TLIP5036 Manage assets	
Assets may include:	• assets in the process of being transferred • buildings • business and marketing contracts • facilities • land • office equipment and furniture • plant and equipment • vehicles
Asset register may be a computer or manual file and include:	• damage/loss/theft • date of purchase • identifying number • insurance policies and claims • invoices and receipts • location • major repairs • obsolescence • value
Depending on the organisation concerned, workplace procedures may be called:	• company procedures • enterprise procedures • established procedures • organisational procedures • operating procedures
Consultative processes may involve:	• industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • management and union representatives • other employees and supervisors • relevant authorities and institutions • suppliers
Documentation and records may include:	• lists of assets and or asset registers • regulations and codes of practice relevant to Australian Dangerous Goods (ADG) Code, including safe working and local authority regulations and procedures • relevant Australian Standards and certification requirements • workplace policies and procedures related to ADG Code
Applicable legislation and regulations may include:	• Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances

	• relevant regulations, codes and safe working systems for the use and checking of assets • relevant state/territory WHS/OHS and environmental protection legislation • workplace relations regulations
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PC: Pathways Certificate

TLIPC0001 Prepare for work in the road transport industry	
Factors impacting an owner driver pathway in the road transport industry including:	• basic financial processes • heavy vehicle accreditation • requirements for insurance and invoicing arrangements • tax, GST implications
TLIPC0002 Plan and prepare to work in a supply chain environment	
Skill gaps are:	• a range of skills needed for the workplace or for a particular job which are currently not developed within an individual. They are different from an individual's 'personal learning needs' as they are skills specifically relevant and required for a particular job
Skill gaps may include:	• physical capacity skills • workplace technology skills such as business equipment, computer technology, machinery, hand tools, knives, lifts, security systems • numeracy skills • customer service skills • communication skills such as listening and understanding, speaking clearly/directly, reading and writing • technical skills
Skill development activities may include:	• training courses • IT courses • human resources programs • coaching and mentoring programs • having access to a mentor for questions and advice • having the chance to learn a new task or to operate a new piece of equipment or workplace technology • participating in an external or internal training program
Learning tools and practices may include:	• learning through note taking • reviewing manuals and training guides • discussion

	• practice • observation • trial and error • a combination of any of these
Appropriate dress and behaviour may include:	• personal dress, presentation and hygiene • demeanour and attitude displayed to customers and fellow employees
Time management strategies may include:	• goal setting • prioritisation • planning • overcoming procrastination • dealing with interruptions • organising your work environment
Organisational requirements may include:	• organisational policies and guidelines • common organisational practice • performance plans • environmental sustainability policies, procedures and guidelines • work health and safety (WHS)/occupational health and safety (OHS) policies, procedures and programs
TLIPC0003 Apply effective work practices	
Work instructions may include:	• job sheets • patterns • plans • drawings • designs • verbal directions • customer orders
Communication in the workplace may include:	• listening and understanding • speaking clearly and directly • reading independently • writing to audience needs • group interaction • the chain of command in which to report • questioning to obtain information and/or clarify information and understanding • routine oral reporting • routine written reporting

	• participation in routine meetings in the workplace • basic recording of discussions
Workplace technology may vary widely from industry to industry and may include:	• business equipment such as fax machines, telephones, photo copiers, cutting machines, cameras and voice recorders • computer technology such as laptops, PCs, digital cameras, zip drives, modems, scanners and printers • other technology such as machinery, hand tools, knives, ovens, stoves, lifts and security systems
Workplace technology precautions may include:	• routine checking of equipment • regular backups of data • keeping a logbook of detected faults • checking that repairs have been carried out • using appropriate clothing
Appropriate action may include:	• contacting a supervisor or manager • contacting the manufacturer • contacting a service provider • reporting and documenting the problem
Key personnel may include:	• supervisor • manager • fellow colleagues • team members
Workplace procedures may include:	• organisational policies and guidelines • common organisational practice • performance plans • work health and safety (WHS)/occupational health and safety (OHS) policies, procedures and programs • relevant legislative requirements in areas such as WHS/OHS, privacy, anti-discrimination, environmental protection, trade practices, etc • relevant licence requirements and related regulations
Information and documents may include:	• applicable national, state and territory regulations • operating procedures applicable to work role • quality standards applicable to work role
Applicable legislation, regulations and codes may include:	• applicable national, state and territory regulations • relevant Australian Standards and related requirements • relevant state/territory WHS/OHS legislation • relevant state/territory environmental protection legislation

TLIPC0004 Complete courier operations

Dependent on the type of pick-up and delivery service being provided, pick-up and delivery points may be to:	- personal work areas within an organisation or on a worksite - residential or business addresses in an area
Dependent on the type of pick-up and delivery service being provided, resources may include:	- communications technology such a mobile - sorting and processing equipment (where applicable) - street maps or layouts of buildings or sites - directories of addresses within an organisation - telephone directories - delivery technology such as a delivery satchel, trolley, bicycle or motorcycle (where applicable)
Items to be picked up or delivered may include:	- letters - parcels - boxes - files - bulky items
Special items may include:	- fragile items - bulky items - heavy items - registered items
Ways in which items may be kept secure include:	- packing them in the bags/satchels provided - storing them in a locked storage area or bag - ensuring that items are not dropped or damaged - ensuring that items are kept under close observation during delivery and pick-up operations
Information and documents may include:	- applicable regulations - operating procedures applicable to work role - quality standards applicable to work role - records of deliveries and pick-ups - receipts for items picked up - receipts for transactions completed - records of financial transactions - records and customer advice in situations where delivery or pick-up could not be completed
Applicable legislation, regulations and codes may include:	- applicable regulations - relevant Australian Standards and related requirements

	relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation
TLIPC0005 Demonstrate safe practices at work	
Hazard control procedures may include:	- emergency, fire and accident procedures - hazard identification and removal or, if this is not possible, establish a hazard control - use of personal protective equipment (PPE) - relevant manufacturer guidelines relating to the operation and use of equipment - work health and safety (WHS)/occupational health and safety (OHS) regulations - safe use of mechanical, pneumatic, hydraulic and/or electrical equipment - safe use of chemicals and toxic substances
Workplace hazards may include:	- untidy work conditions including poor hygiene practices and unnecessary obstacles and equipment in work areas - sharp instruments, knives or equipment - noise - hot substances and equipment (stoves, ovens, etc.) - electricity and water - electrical equipment - being careless when using cutting equipment or dealing with heat or hot surfaces - damaged equipment - moving machinery - materials handling - gases and liquids under pressure - working at heights - confined spaces - inappropriate lifting practices - dangerous floor surfaces - movements of equipment, goods and vehicles - chemicals and other harmful substances, including fumes and dust - toxic substances - damaged packing material and containers - flammable materials and fire hazards - waste management and disposal - extremes in weather conditions

	• unsuitable lighting levels • water hazards • dangerous storage areas
Safe work practices may include, but are not limited to:	• manual handling procedures • correct posture • safe lifting and bending • using appropriate personal protective equipment (PPE) • good hygiene and health maintenance
Risk to personal wellbeing are actions by an individual which affect their ability to work safely, and may include:	• smoking, alcohol and drug use • lack of sleep • poor diet • lack of exercise • stress • not using appropriate methods when lifting or moving heavy objects • not wearing proper personal protective equipment (PPE)
Personal protective equipment (PPE) may include but are not limited to:	• gloves • masks • aprons • hair covering • uniform • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Emergency situations may include:	• accidents, including those that do not result in injury • overheating equipment • injuries such as cuts, scalds and burns • health conditions such as fainting, asthma attacks and allergic reactions • spills and leakages of harmful gas and liquids • structural failures and breakages • robbery • fire • flooding • power failures or shorts

Applicable legislation, regulations and codes may include:	• applicable national, state and territory regulations • relevant Australian Standards and related requirements • relevant state/territory WHS/OHS legislation • relevant state/territory environmental protection legislation
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