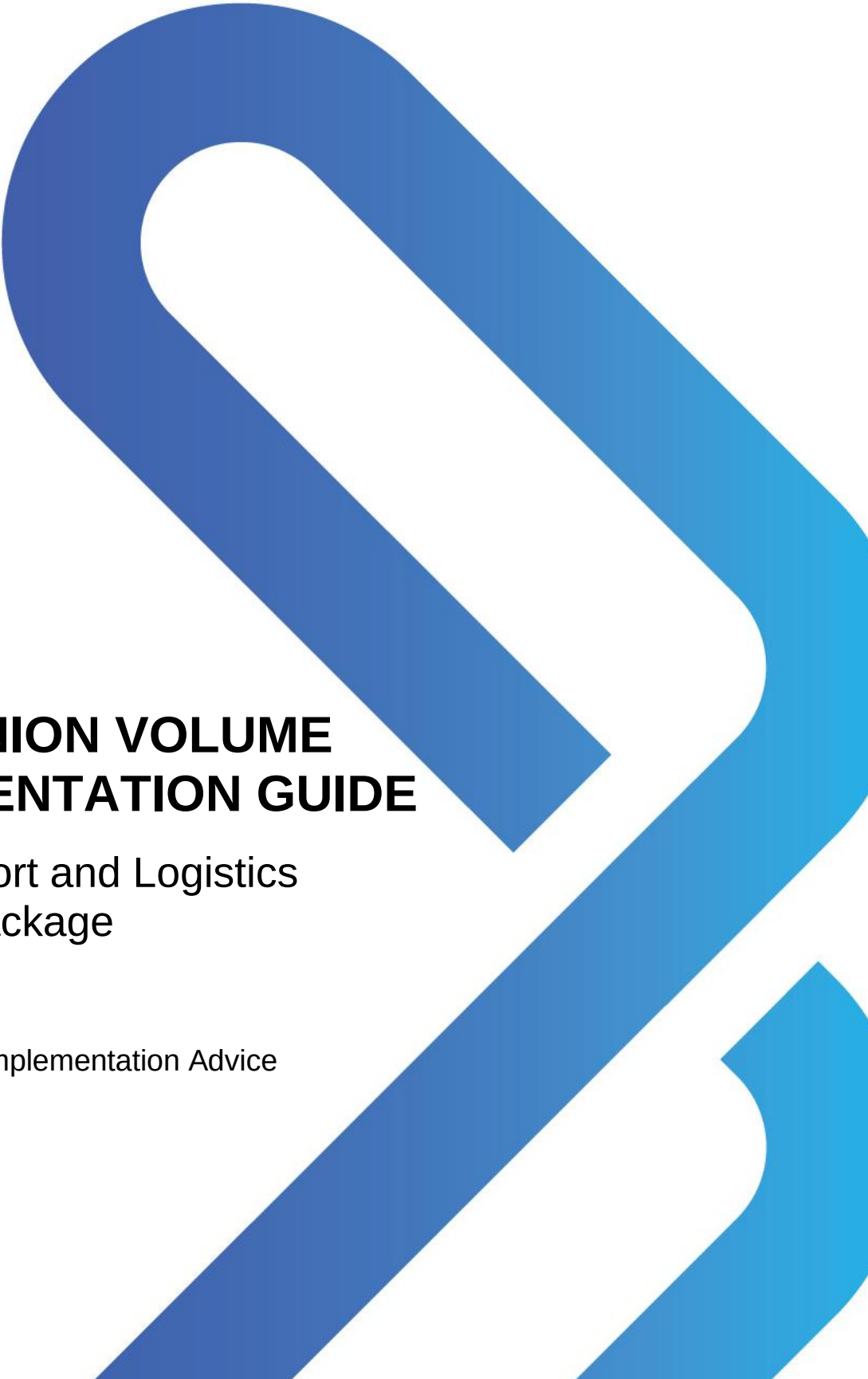




COMPANION VOLUME IMPLEMENTATION GUIDE

TLI Transport and Logistics
Training Package

Release 16.0

Attachment F: Implementation Advice
For TLIE – TLIK

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

E: Handling Cargo/Stock

TLIE0001 Apply effective stakeholder engagement	
Stakeholders may include:	• internal and external customers • suppliers of goods/cargo/services • internal employees • regulatory authorities
TLIE0002 Process workplace documentation	
Types of documentation may include:	• checklists • diaries • letters • logs • maintenance schedules • workplace and on-road transport memos • workplace forms and standard documents
Documentation may be received from or sent to:	• clients • contractors • managers • official representatives • other workplace personnel • supervisors/team leaders • union representatives
Information/documentation may include:	• award, enterprise bargaining agreement, other industrial arrangements • emergency procedures • goods identification numbers and codes • legislation, regulations and related documentation • manifests, bar codes, goods and container identification • manufacturer specifications • quality assurance procedures • relevant codes of practice including the Manual Handling Code of Practice and the Industry Safety Code • safety data sheets (SDS)/material safety data sheets (MSDS) • standards and certification requirements • supplier and/or client instructions • workplace documentation policies

	workplace procedures, forms, checklists and instructions
TLIE0003 Consolidate manifest documentation	
Documentation may include:	- invoices - loading dockets - orders - type, capacity and compatibility of cargo - weigh bridge tickets
Documentation/records may include:	- Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances - communications technology equipment, oral, aural or signed communications - competency standards and training materials - emergency procedures - manufacturer /client specifications, instructions - operations manuals, job specifications and procedures and induction documentation - quality assurance procedures - relevant Australian Standards, criteria and certification requirements - supplier and/or client instructions - workplace operating procedures and policies
TLIE0004 Maintain freight records	
Work may be conducted in:	- controlled or open environments - exposed conditions - limited or restricted spaces
Freight includes all forms of freight. Some freight may involve:	special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances
Freight documentation may include a range of data provided on paper and in electronic form relating to freight movement, including:	- authorised weighbridge certificates - cart notes/consignment notes - dangerous goods certificates and declarations - delivery noted - internal documentation used for freight tracking - list of contents - special clearances
Information/documents may include:	Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances

	• award, enterprise bargaining agreement, other industrial arrangements • codes of practice and regulations relevant to the receiving of goods • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • emergency procedures • goods identification numbers and codes • internal documentation used for freight tracking • manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances • manufacturer specifications for equipment • operations manuals, job specifications and induction documentation • quality assurance procedures • relevant Australian Standards and certification requirements • supplier and/or client instructions • workplace procedures and policies
TLIE0005 Undertake rigger/dogger and operators communications	
Operations may be conducted:	• by day or night • in a variety of weather conditions
Environment may include movement of:	• equipment • goods • materials • vehicular traffic
Customers may be:	• internal or external
Mobile crane may be any slewing and non-slewing crane and may be involved in work in a range of industry sectors, including:	• arboricultural • construction and demolition • manufacturing • mining • primary industry • quarrying • swimming pool • utilities (electricity, gas, water) • waterfront
Agreed signals/communications conforming to Australian Standards and codes of	• extend boom • lower • luff-boom up and down • raise

practice for load moving include signals for:	• retract boom • slew-left or right • stop
Methods used to signal movement of the load may include:	• hand signals in accordance with standards and codes of practice • light signals in accordance with standards and codes of practice • two-way radios/telephones in accordance with standards and codes of practice • verbal • whistles/hooters in accordance with standards and codes of practice
Consultative processes may involve:	• driver/rigger • other employees and supervisors • other professional or technical staff
Hazards may include:	• hazardous or dangerous materials • noise, light and energy sources • obstructions • other vehicles and personnel • overhead service lines • power lines • stationary and moving machinery and equipment • surrounding buildings, structures and facilities • traffic hazards and congestion • underground services • uneven or unstable ground and recently filled trenches
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)
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety headwear and footwear • sunscreen, sunglasses and safety glasses • two-way radios
Requirements for access and/or lift may include:	• a range of mobile cranes • additional gear and equipment • authorities and permits • communications equipment • hours of operation • induction

	• noise restrictions • personal protective equipment (PPE) • site restrictions and procedures • slings, chains, nets, brackets and other specialised lifting equipment • support trucks
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures • site procedures
Documentation/records may include:	• communications technology equipment, oral, aural or signed communications • competency standards and training materials • conditions of service, legislation and industrial agreements including: • quality assurance procedures • standards and certification requirements • work health and safety (WHS)/occupational health and safety (OHS) procedures • workplace agreements and awards • emergency procedures induction documentation • job specifications and procedures • manufacturer specifications • operations manuals • personal and work area work procedures and practices • Safe Working Load (SWL) and Working Load Limit (WLL) • site plans • supplier and/or client instructions • workplace operating procedures and policies
Applicable procedures and codes may include:	• relevant Australian Standards and certification requirements • relevant state/territory environmental protection legislation • relevant state/territory fatigue management regulations • relevant state/territory regulations and licence/permit requirements pertaining to mobile crane operations, including dogging and rigging requirements • relevant state/territory road rules • relevant state/territory WHS/OHS legislation

TLIE0006 Present routine workplace information

Workplace information to be prepared and presented may include:	• routine reports, documentation and forms that are required to be completed to instructions, or proformas as part of routine job requirements
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • oral, aural or signed communications • phone • radio • radio frequency systems
Information/documents may include:	• Australian and international codes of practice and regulations relevant to workplace activities • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) • emergency procedures • goods identification numbers and codes • manifests, bar codes, and container identification/serial number • manufacturer specifications for equipment • operations manuals, job specifications and induction documentation • quality assurance procedures • relevant Australian Standards and certification requirements • supplier and/or client instructions • workplace 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 (where applicable) • export/import/quarantine/bond requirements • licence, patent or copyright arrangements • marine orders • relevant codes and regulations for the transfer of cargo/freight • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • water and road use and licence arrangements • workers compensation regulations

	workplace relations regulations
TLIE0007 Apply workplace statistics	
Workplace applications of statistical data representations may include but are not limited to:	- customer surveys - fleet control - inventory and stock levels - monitoring work flow - supplier and market analysis
Statistics may be generated from:	- complex, dedicated computerised facilities - machine generated information - raw data
Personnel in work area may include:	- customers and suppliers - external authorities and agencies - industrial relations, 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:	- guidelines relating to minimising risks to the environment and WHS/OHS requirements - legislation, regulations and related documentation - quality assurance procedures - relevant agreements, codes of practice including the Codes of Practice for Manual Handling and the Industry Safety Code - reports of accidents and incidents within regulatory requirements and enterprise procedures - workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information - workplace procedures, policies and instructions
Applicable regulations and legislation may include:	- environmental protection regulations - equal employment legislation and related policies - relevant Australian and state/territory WHS/OHS legislation - relevant regulations, standards and codes of practice
TLIE0008 Calculate mass, area and quantify dimensions	
Work may be conducted in:	- controlled or open environments - exposed conditions - limited or restricted spaces

Calculation tasks may include:	• calculations and estimations of weights and dimensions of cargo and containers to be shifted, stored or lifted • carrying out calculations required to organise load(s) to match identified transport/storage limitations • estimating loads to be transported or placed in storage • identifying mass, area and volume limitations of available transport/storage systems
Calculations may include mathematical operations of addition, subtraction, multiplication and division and may be carried out:	• manually • using appropriate tables and/or charts • with the aid of a calculator • with the aid of a computer
Information/documents may include:	• Australian and international codes of practice and regulations relevant to workplace activities including mass and loading regulations • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • award, enterprise bargaining agreement, other industrial arrangements • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) • emergency procedures • goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes, goods and container identification/serial number • manufacturer specifications for equipment • operations manuals, job specifications and induction documentation • quality assurance procedures • relevant Australian Standards and certification requirements • supplier and/or client instructions • workplace 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 • export/import/quarantine/bond requirements • licence, patent or copyright arrangements • marine orders • relevant codes and regulations relevant to workplace activities • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation

	• water and road use and licence arrangements • workers compensation regulations • workplace relations regulations
TLIE0009 Carry out basic workplace calculations	
Calculations may involve:	• area • length and distance • money • perimeter • time • volume • weight
Mathematical operations may include:	• addition • division • fractions • multiplication • percentages • subtraction
Information/documentation may include:	• award, enterprise bargaining agreement, other industrial arrangements • goods identification numbers and codes • manifests, bar codes, goods and container identification • manufacturer specifications • quality assurance procedures • relevant codes of practice including the Codes of Practice for Manual Handling and the Industry Safety Code • safety data sheets (SDS)/material safety data sheets (MSDS) • standards and certification requirements • supplier and/or client instructions • workplace policies • workplace procedures, checklists and instructions
TLIE0010 Identify, analyse and report workplace data and information	
Presentation modes may include:	• completion of standard forms and checklists • entry of collected/processed information into a computer • group presentations using appropriate technology • oral reports • participation in workplace discussions • routine written reporting

	written documentation
Presentation/communication problems may include:	- illegible writing or print - incorrect assumption that information has been received and/or correctly understood - limited ability of others to communicate in English - misunderstanding - noisy environments or communications channels - use of non-standard vocabulary
Information/documentation may include:	- award, enterprise bargaining agreement, other industrial arrangements - competency standards and training materials - emergency procedures - goods identification numbers and codes - HAZCHEM and dangerous/hazardous goods codes - induction documentation - job specifications - legislation, regulations and related documentation - manifests, bar codes, goods and container identification - manufacturer specifications - operations manuals - quality assurance procedures - relevant codes of practice including the Codes of Practice for Manual Handling and the Industry Safety Code - safety data sheets (SDS)/material safety data sheets (MSDS) - standards and certification requirements - supplier and/or client instructions - workplace policies - workplace procedures, checklists and instructions
Applicable regulations and legislation may include:	- dangerous goods and freight regulations and codes - environmental protection regulations - equal employment legislation and related policies - relevant Australian and state/territory standards and certification requirements - 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 Codes of Practice for Manual Handling and the Industry Safety Code
TLIE1003 Participate in basic workplace communication	

Communication will be that involved in:	• in a variety of work contexts • in basic routine work functions • may occur by day or night
Communication modes may include:	• active listening • basic recording of discussions • group interaction • participation in routine meetings in the workplace • questioning to obtain information and/or clarify information and understanding • routine oral reporting • routine written reporting
Communications may involve:	• English-speaking persons • multilingual staff • persons with limited ability to communicate in English
Communication problems may include:	• illegible writing or print • incorrect assumption that message has been received and/or correctly understood • limited ability of others to communicate in English • misunderstanding • noisy environments or communication channels • use of non-standard vocabulary
Personnel in work area may include:	• contractors • managers • official representatives • supervisors/team leaders • visitors • workplace personnel
Cultural preferences in the workplace may include:	• different cultures and take into account different preferences of how to communicate the message and how the message is received • using simple language • no profanities • use correct terminology • having a clear schedule or agenda for the communication • roles and expectations are clarified
Depending on the type of organisation concerned and the local terminology used,	• company procedures • enterprise procedures • established procedures

workplace procedures may include:	organisational procedures
Communication may involve the basic use of a range of communication technology including:	- electronic data interchange - email - fax - internet - phone - radio
Information/documentation may include:	- award, enterprise bargaining agreement, other industrial arrangements - emergency procedures - goods identification numbers and codes - legislation, regulations and related documentation - manifests, bar codes, goods and container identification - manufacturer specifications - quality assurance procedures - safety data sheets (SDS)/material safety data sheets (MSDS) - relevant codes of practice, including the Codes of Practice for Manual Handling and the Industry Safety Code - standards and certification requirements - supplier and/or client instructions - workplace policies - workplace procedures, checklists and instructions
Applicable regulations and legislation may include:	- dangerous goods and freight regulations and codes - environmental protection regulations - equal employment legislation and related policies - 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 Codes of Practice for Manual Handling and Industry Safety Codes
TLIE2007 Use communication systems	
Use of communication systems will include that required in routine operations and may occur by day or night and in a variety of work contexts, including:	- at a client's workplace - in a vehicle - in a workplace, terminal, warehouse or depot - in confined spaces, exposed conditions and controlled or open environments - on a train - on a vessel

	• on a worksite • ship-to-shore/vehicle-to-base communications
Communication systems may include:	• fixed phone system • infotechnology devices • mobile phone, both on person or hands-free • public address systems on passenger vehicles, trains and aircraft • radios, including personal, hand-held or vehicle-mounted, CB, UHF, VHF, SSB and marine • signed communication using established industry protocols, such as when hearing protection in use
Worksite communication may include:	• active listening • questioning to obtain information and/or clarify information and understanding • routine oral reporting • two-way conversation
Communications may involve:	• English-speaking persons • multilingual staff • persons with limited ability to communicate in English
Communication problems may include:	• illegible writing or print • incorrect assumption that message has been received and/or correctly understood • limited ability of others to communicate in English • misunderstanding • noisy environments or communications channels • not following correct communication protocols and procedures • use of non-standard vocabulary
Communication may be with:	• base personnel • local government authorities • managers • other drivers and workplace personnel • other professional or technical staff • passengers (where applicable) • police and other emergency services personnel • private and/or public sector security personnel • security consultants • supervisors/team leaders • suppliers and clients

Public Address System may include:	• electronic system comprising microphones, amplifiers, loudspeakers, and related equipment: - telephone - mobile phone - two-way radio - other public address devices • system to increase the volume (loudness) of a human voice
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures • workplace procedure
Information/documentation may include:	• award, enterprise bargaining agreement, other industrial arrangements • communication records • emergency procedures • goods identification numbers and codes • legislation, regulations and related documentation • manifests, bar codes, goods and container identification • manufacturer specifications for communications equipment • quality assurance procedures • relevant codes of practice including the Codes of Practice for Manual Handling and the Industry Safety Code • safety data sheets (SDS)/material safety data sheets (MSDS) • standards and certification requirements • supplier and/or client instructions • workplace communication procedures, protocols, checklists and instructions including safety management systems/plans
Applicable regulations and legislation may include:	• dangerous goods and freight regulations and codes • environmental protection regulations • equal employment legislation and related policies • 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 Codes of Practice for Manual Handling and Industry Safety Codes
TLIE0011 Assess removal load	
Removal sites may include:	• commercial premises • domestic premises

	• industrial premises
Clients may be:	• external • internal
Operations may be conducted:	• by day or night • in a variety of weather conditions
Personal protective equipment (PPE) may include:	• gloves • high visibility vests • safety footwear • safety glasses
Hazards may include:	• door and passageway widths and tight internal corners • driveway length and surface • lawn sprinklers on automatic timers • low hanging light fittings and other fixture obstructions • obstructions • parking restrictions • power and telephone lines, trees and landscaping • stairs and steps • uneven or unstable ground • unfriendly pets
Requirements for access may include:	• additional gear and equipment • authorities and permits • communications equipment • hours of operation • personal protective equipment (PPE) • removal duration • security arrangements at the site • site restrictions and procedures
Consultative processes may involve:	• clients • management and other office personnel • other employees and supervisors • other professional and technical staff and trades people • union representatives • work health and safety (WHS)/occupational health and safety (OHS) specialists
Special requirements may include:	• considering items important to the client • dismantling items

	• items that are not to be removed • temporary removal of doors and fittings on site • using tradespersons such as electricians, carpenters, cabinet makers
Communications may include:	• fixed and mobile phones, radio, fax, laptop computer/internet • oral/aural communications • written communications, including completing and signing documents
Workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Calculations may involve the basic use of a range of technology, including:	• calculator • computer • manual techniques
Documentation may include:	• client instructions • consultant appraisal report • emergency procedures • job safety analysis • job specifications and procedures • manufacturer specifications • quality assurance procedures • site plan • standards and certification requirements • workplace operating procedures and policies
TLIE3004 Prepare workplace documents	
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
Documents and forms may include:	• routine written reports on workplace activities, incidents, meeting outcomes, etc. It may also include the gathering of relevant information and the subsequent completion of the various forms and records falling within the occupational responsibility of the person concerned

Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • phone • radio • written, oral, aural or signed communications
Hazards in the work area may include:	• exposure to chemicals • exposure to dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic
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 • other maintenance, professional or technical staff • relevant authorities and institutions • suppliers, customers and clients
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 • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • award, enterprise bargaining agreement, other industrial arrangements • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • emergency procedures • goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • manufacturer specifications for equipment • operations manuals, job specifications and induction documentation • quality assurance procedures • relevant Australian Standards and certification requirements

	• supplier and/or client instructions • workplace 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 (where applicable) • codes and regulations relevant to workplace documents/forms being prepared • export/import/quarantine/bond requirements • licence, patent or copyright arrangements • marine orders • relevant state/territory WHS/OHS and environmental protection legislation • water and road use and licence arrangements • workers compensation regulations • workplace relations regulations
TLIE3009 Use pilot and escort communication	
Operations may include:	• all pilot and escort vehicle operations
Pilot and escort operations may be carried out in typical road transport situations, including:	• at a client's workplace • in confined spaces, exposed conditions and controlled or open environment • in the workplace, warehouse or depot • on a private road • on the open road • operations conducted at day or night • typical weather conditions
Communication equipment may include:	• directional display boards • flashing lights • hazard lights • headlights • light battens • radio • satellite phone • vehicle signage • white gloves
Operational hazards may include:	• animals and objects on road • faulty brakes • faulty steering mechanism on vehicle • fire in vehicle

	• flooded sections of road • foggy conditions • leaking fuel • oil on road • parked vehicles on the road • pedestrians crossing the road • wet and iced roads • windy sections of road
Personnel to whom communication is directed include:	• base personnel • driver of overmassed and/or oversized vehicle • emergency services • management/supervisors • other drivers on the road • regulatory authorities
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:	• communication logbook or record book (where required) • emergency procedures • state/territory pilot/escort permit/regulatory requirements • state/territory road rules • vehicle manufacturer instructions and specifications • workplace communication instructions and procedures • workplace procedures and policies
Applicable procedures and codes may include:	• relevant state/territory environmental protection legislation • relevant state/territory fatigue management regulations • relevant state/territory oversized and overmassed permit regulations and requirements • relevant state/territory road rules • relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to piloting and escort functions • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation
TLIE0012 Estimate furniture removal jobs	
Removal sites may include:	• commercial premises • domestic premises

	• industrial premises • local suburban, country, interstate, overseas
Customers may be:	• internal and external
Operations may be conducted:	• by day or night • in a variety of weather conditions
Hazards may include:	• door and passageway widths and tight internal corners • driveway length and surface • lawn sprinklers on automatic timers • low hanging light fittings and other fixture obstructions • obstructions • parking restrictions • power and telephone lines, trees and landscaping • stairs and steps • uneven or unstable ground • unfriendly pets
Requirements for access may include:	• additional gear and equipment • authorities and permits • communications equipment • hours of operation • personal protective equipment (PPE) • removal duration • security arrangements at the site • site restrictions and procedures
Consultative processes may involve:	• customers • management and other office personnel • other employees and supervisors • other professional and technical staff and tradespeople • union representatives • work health and safety (WHS)/occupational health and safety (OHS) specialists
Special requirements may include:	• dismantling of items • temporary removal of doors and fittings on site • the use of tradespersons such as electricians, carpenters, cabinet makers, etc.
Communications may include:	• fixed and mobile phones, radio, fax, laptop computer/internet • oral/aural communications • written communications, including completing and signing documents

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Calculations may involve the basic use of a range of technology including:	• calculator • computer • manual techniques
Information/documentation may include:	• customer instructions • emergency procedures • job estimate • job safety analysis • job specifications and procedures • manufacturer specifications • Operations Furniture Removalist Manual • quality assurance procedures • site plan • standards and certification requirements • WHS/OHS procedures and regulations • workplace operating procedures and policies
Applicable procedures and codes may include:	• relevant state/territory roads and traffic authority vehicle driver licence requirements • relevant state/territory traffic acts and related regulations • relevant state/territory WHS/OHS legislation and regulations • relevant state/territory environmental protection legislation and regulations
TLIE3016 Estimate/calculate load shifting requirements for a mobile crane	
Mobile crane may be any slewing and non-slewing crane up to and including 20 tonne capacity and may be involved in work in a range of industry sectors including:	• arboricultural • construction and demolition • manufacturing • mining • primary industry • quarrying • swimming pool • utilities (electricity, gas, water) • waterfront
Calculations and estimations may relate to:	• aspects of the lift as well as weights and dimensions of specific loads, cargo, containers to be shifted, stored or lifted. They may involve units

	of measurement for weight, linear measurement, number, mass, pressure, speed, volume and/or time
Calculations may be undertaken with:	• use of calculators, computers or other mathematical aids
Hazards may include:	• hazardous or dangerous materials • noise, light and energy sources • obstructions • overhead service lines • power lines • stationary and moving machinery and equipment • surrounding buildings, structures and facilities • traffic hazards and congestion • underground services • uneven or unstable ground and recently filled trenches
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)
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety headwear and footwear • sunscreen, sunglasses and safety glasses • two-way radios
Requirements for access and/or lift may include:	• additional gear and equipment • authorities and permits • communications equipment • hours of operation • induction • noise restrictions • personal protective equipment (PPE) • site restrictions and procedures • slings, chains, nets, brackets and other specialised lifting equipment • support trucks
Documentation/records may include:	• communications technology equipment, oral, aural or signed communications • competency standards and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards • WHS/OHS procedures

	- standards and certification requirements - quality assurance procedures - emergency procedures - induction documentation - job specifications and procedures - manufacturer specifications - operations manuals, including load charts and crane and rigging manuals - personal and work area work procedures and practices - Safe Working Load (SWL) and Working Load Limit (WLL) - supplier and/or client instructions - workplace operating procedures and policies
Applicable procedures and codes may include:	- relevant Australian Standards and certification requirements - relevant state/territory environmental protection legislation - relevant state/territory fatigue management regulations - relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes - relevant state/territory road rules - relevant state/territory WHS/OHS legislation
TLIE3028 Complete a work diary in the road transport industry	
Documentation and reporting systems will be:	as defined within workplace procedures
Time periods include:	records of the last 28 days of work and rest
Applicable regulations and legislation may include:	- dangerous goods and freight regulations and codes - environmental protection regulations - equal employment legislation and related policies - relevant federal, state and territory work health and safety (WHS)/occupational health and safety (OHS) legislation - relevant regulations, standards and codes of practice, including the National Standard for Manual Handling and Industry Safety Codes
TLIE4025 Prepare and process transport documentation for dangerous goods	
Processing workplace documentation will be that involved in routine work functions and may occur by day or night and in a variety of work contexts, including:	- at a client's workplace - in a vehicle on the road - in a workplace, refinery or depot - in confined spaces, exposed conditions and controlled or open environments
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 work health and safety (WHS)/occupational health and safety (OHS) legislation
TLIE4030 Prepare rail safety reports	
Collect information from a range of different sources and strategies may include:	• organisational information recording and storage system • paper and computer sources of data and information • interviews • incident reports • case notes • colleagues
Legislative requirements may include:	• annual safety performance report • compliance reports • event reports • notifiable occurrences • periodical reports • prescribed incidents • private siding activity statements • regulatory responses
Applicable legislation, regulations and codes may include:	• relevant commonwealth and state/territory regulations and codes • relevant rail network standards, codes of practice and regulations • relevant state/territory health and safety (OHS/WHS) legislation • Privacy principles
TLIE4032 Use internal communication systems for rail industry regulatory compliance	
Regulatory compliance information may include:	• notices • safety alerts • policy changes • feedback to stakeholders • safety reports
Relevant personnel may be:	• supervisors and/or managers • customers or key stakeholders • official representatives • contractors • relevant authorities • employees/workers
Communication methods may include:	• electronic media or channels • intranet

	• verbal briefings • presentations • notices • noticeboards • toolbox talks • workplace meetings
Organisational systems may include:	• rail safety management system • interface agreements • risk management system
TLIE5020 Apply knowledge of freight forwarding documentation and permits	
International freight forwarding includes services related to:	• the exporting of goods • the importing of goods • the transiting of goods
The range of documentation, forms and permits required for international freight forwarding is dependent upon a variety of factors including:	• the mode of transport • the nature of the goods • the relationship and arrangements of the seller and buyer • the requirements for import quarantine, health and customs controls in applicable countries • the routing and country of destination • the sales contract • the terms of documentary credits
International freight forwarding documentation and permits may include but are not limited to:	• 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) • bills of lading, waybills or consignment notes • cargo manifests • commercial invoices with an Incoterm and extra details to ensure proper passage and clearance

	• consular documents • container lists • delivery notes • fumigation or other treatment certificates for shipments containing wood or other materials of plant origin • health and phytosanitary certificates • inspection certificates and reports • insurance certificates • insurance claim forms • insurance policies • Multimodal Transport Bill of Lading (MTB/L) • origin certificates • packing declarations regarding wood and other materials of plant origin • packing lists • pre-advice and pre-alert documents • quality analysis or weight/measurement certificates • sales contracts • standard International Federation of Freight Forwarders Associations (FIATA) forms and documentation • veterinary certificates for materials of biological origin which are for human consumption
Information and communication technology systems may include but are not limited to:	• barcoding systems • broadband internet systems including ADSL, dedicated broadband lines and wireless systems • data storage and management systems • E-commerce security systems • EDI for Administration of Commerce (EDIFACT) • electronic data interchange (EDI) • Electronic Freight Forwarding Management Systems (FFMS) • Electronic Transportation Management System (TMS) • Electronic Warehouse Management Systems (WMS) • internet and web-based technology • IP-based telecommunications systems • Local Area Networks (LANs) • Radio Frequency Identification (RFID) systems used in warehouses and logistics facilities • Value-added Network (VAN) • Wireless Area Networks (WANS)

Communications systems may involve:	• EDI • email • face-to-face conversation • fax • mail • telephone including fixed, mobile and IP phones
Consultative processes may involve:	• a global network of international and domestic agents, regulatory authorities, carriers, suppliers, and other freight forwarding contacts • customers • freight forwarding specialists in areas such as dangerous goods, special cargoes etc. • 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
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.
Operational information / documents may include but are not limited to:	• applicable standard international freight forwarding forms and documents • Australian and international regulations, conventions and codes of practice for the international forwarding of freight • Australian and international standards, criteria and certification requirements • customers' instructions and transport requirements • data obtained through information and 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 - manifests, bar codes, goods and container identification - operations manuals, job specifications and procedures and induction documentation - summaries and definitions of Incoterms and Combiterms - 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

F: Safety Management

TLIF0005 Apply a fatigue risk management system	
This Unit of Competency is currently cited as meeting part of the requirements for obtaining National Heavy Vehicle Regulator (NHVR) fatigue management accreditation. Registered Training Organisations (RTOs) MUST be approved by NHVR to deliver and assess this Unit of Competency for accreditation purposes. Contact NHVR first, regarding this approval process.	
Definition of NHVR	National Heavy Vehicle Regulator
Definition of HVNL	Heavy Vehicle National Law
WHS covers OHS	When work health and safety (WHS) is referred to, it incorporates occupational health and safety (OHS)
Definition of fatigue risk management system	This is an approved risk management system under the NHVR accreditation. It incorporates policies, procedures and forms
Definition of base location	- The base of the driver of a heavy vehicle, in relation to particular work: (a) is the place from which the driver normally does the work; but (b) is, for the purposes of Chapter 6, the garage address of the vehicle if: (i) the vehicle is a fatigue-regulated heavy vehicle; and

	(ii) the driver is required under Part 6.4, in relation to that particular work, to keep a work diary and to record the location of the driver's base in the work diary, and has not done so
Proof of identity of the person doing the online assessment must be confirmed	If the assessment of this Unit of Competency is completed online, evidence will be required when applying for Fatigue Management Accreditation, to satisfy the Regulator that the person being deemed competent was the person undertaking the final assessment
Definition of lifestyle and wellbeing	- Lifestyle is the way in which a person lives - Wellbeing is not just the absence of disease or illness. It is a complex combination of a person's physical, mental, emotional and social health factors
Definition of counting time	- When counting work time or rest time spent by the driver of a fatigue-regulated heavy vehicle, the work time or rest time spent by the driver in any participating jurisdiction must be counted - This applies for all counting time including local area work - Work time must be counted in 15-minute periods - A period of work time of less than 15 minutes counts as 15 minutes work time. For example: - A period of working for 14 minutes counts as 15 minutes work time - A period of working for 17 minutes counts as 30 minutes work time - A period of working for 53 minutes' counts as 1-hour work time - Rest time must be counted in blocks of time of no less than 15 minutes
Work diary/electronic work diary (EWD)	- Reference to a work diary in relation to the driver of a fatigue-regulated heavy vehicle is a reference to the following: a) if the driver has used only 1 or more written work diaries in the last 28 days: (i) the written work diary the driver is currently using; and (ii) any filled-up written work diary the driver has used during the last 28 days (b) if the driver has used only 1 or more electronic work diaries (EWDs) in the last 28 days, information in each electronic work diary (EWD) relating to any period during the last 28 days; [s 293] Heavy Vehicle National Law (Queensland) Chapter 6 Vehicle operations—driver fatigue Part 6.4 Requirements about record keeping current as at 6 February 2016 Authorised by the Parliamentary Counsel (c) if the driver has used a combination of 1 or more written work diaries and 1 or more EWDs in the last 28 days:

	(i) each of the written work diaries the driver is using or has used during the last 28 days; and (ii) the information in each of the EWDs the driver is using or has used during the last 28 days that relates to any period during the last 28 days EWD, in relation to a fatigue-regulated heavy vehicle, means all or part of an approved electronic recording system that is fitted to or used in relation to the vehicle to record information a driver of the vehicle is required by this Law to record in a work diary for the purposes of this Law. entry, in a work record, means anything written or otherwise recorded in the work record
TLIF0006 Administer a fatigue risk management system	
This Unit of Competency is currently cited as meeting part of the requirements for obtaining National Heavy Vehicle Regulator (NHVR) fatigue management accreditation. Registered Training Organisations (RTOs) MUST be approved by NHVR to deliver and assess this Unit of Competency for accreditation purposes. Contact NHVR first, regarding this approval process.	
Definition of NHVR	National Heavy Vehicle Regulator
Definition of HVNL	Heavy Vehicle National Law
Scheduler, supervisor, manager	The term used to describe the role that schedules and manages heavy vehicle drivers
WHS covers OHS	When work health and safety (WHS) is referred to, it incorporates occupational health and safety (OHS)
Definition of fatigue risk management system	This is an approved risk management system under the NHVR accreditation. It incorporates policies, procedures and forms
Definition of base location	- The base of the driver of a heavy vehicle, in relation to particular work: (a) is the place from which the driver normally does the work; but (b) is, for the purposes of Chapter 6, the garage address of the vehicle if: (i) the vehicle is a fatigue-regulated heavy vehicle; and (ii) the driver is required under Part 6.4, in relation to that particular work, to keep a work diary and to record the location of the driver's base in the work diary, and has not done so
Proof of identity of the person doing the online assessment must be confirmed	If the assessment of this Unit of Competency is completed online, evidence will be required when applying for Fatigue Management Accreditation, to satisfy the Regulator that the person being deemed competent was the person undertaking the final assessment
Definition of lifestyle and wellbeing	Lifestyle is the way in which a person lives

	Wellbeing is not just the absence of disease or illness. It is a complex combination of a person's physical, mental, emotional and social health factors
Definition of counting time	- When counting work time or rest time spent by the driver of a fatigue-regulated heavy vehicle, the work time or rest time spent by the driver in any participating jurisdiction must be counted - This applies for all counting time including local area work - Work time must be counted in 15-minute periods - A period of work time of less than 15 minutes counts as 15 minutes work time. For example: - A period of working for 14 minutes counts as 15 minutes work time - A period of working for 17 minutes counts as 30 minutes work time - A period of working for 53 minutes counts as 1-hour work time - Rest time must be counted in blocks of time of no less than 15 minutes
TLIF0007 Manage a fatigue risk management system	
	This Unit of Competency is currently cited as meeting part of the requirements for obtaining National Heavy Vehicle Regulator (NHVR) Fatigue Management accreditation. Registered Training Organisations (RTOs) MUST be approved by NHVR to deliver and assess this unit for accreditation purposes. Contact NHVR first, regarding this approval process.
Definition of NHVR	National Heavy Vehicle Regulator
Definition of HVNL	Heavy Vehicle National Law
Road transport business owners and agents of heavy vehicle drivers	The term used to describe the role in the enterprise that has 'Direct Carriage' over all operations
WHS covers OHS	When work health and safety (WHS) is referred to, it incorporates occupational health and safety (OHS).
Definition of fatigue risk management system	This is an approved risk management system under the NHVR accreditation. It incorporates policies, procedures and forms
Definition of base location	- The base of the driver of a heavy vehicle, in relation to particular work: (a) is the place from which the driver normally does the work; but (b) is, for the purposes of Chapter 6, the garage address of the vehicle if: (i) the vehicle is a fatigue-regulated heavy vehicle; and (ii) the driver is required under Part 6.4, in relation to that particular work, to keep a work diary and to record the location of the driver's base in the work diary, and has not done so

Proof of identity of the person doing the online assessment must be confirmed	If the assessment of this Unit of Competency is completed online, evidence will be required when applying for Fatigue Management Accreditation, to satisfy the Regulator that the person being deemed competent was the person undertaking the final assessment
Definition of lifestyle and wellbeing	- Lifestyle is the way in which a person lives - Wellbeing is not just the absence of disease or illness. It is a complex combination of a person's physical, mental, emotional and social health factors
Definition of counting time	- When counting work time or rest time spent by the driver of a fatigue-regulated heavy vehicle, the work time or rest time spent by the driver in any participating jurisdiction must be counted - This applies for all counting time including local area work - Work time must be counted in 15-minute periods - A period of work time of less than 15 minutes counts as 15 minutes work time. For example: - A period of working for 14 minutes counts as 15 minutes work time - A period of working for 17 minutes counts as 30 minutes work time - A period of working for 53 minutes counts as 1-hour work time - Rest time must be counted in blocks of time of no less than 15 minutes
TLIF0008 Apply safety critical communications in the rail environment	
Various communication techniques and methodologies must include:	- verbal - non-verbal and visual-auditory-kinesthetic (VAK) - through multi-channel methods to transmit and receive safety critical communication
TLIF0009 Ensure the safety of transport activities (Chain of Responsibility)	
For all conditions relating to the Chain of Responsibility, please refer the National Heavy Vehicle Regulator (NHVR)	www.nhvr.gov.au/safety-accreditation-compliance/chain-of-responsibility The primary duty NHVR Executive due diligence duty NHVR Regulatory Advice NHVR Registered Industry Codes of Practice NHVR
Associated units of competency may include:	- TLIA1001 Secure cargo - TLIC3005 Drive Heavy Vehicle Combination - TLIC3010 Pilot or escort oversized and/or overmassed loads - TLID0015 Load and unload goods/cargo

	• TLIE0008 Calculate mass, area and quantify dimensions • TLIE3028 Complete a work diary in the road transport industry • TLIF0005 Apply a fatigue risk management system • TLIF0025 Follow work health and safety procedures • TLIF4066 Implement and supervise transport regulations compliance systems • TLIH0006 Plan and navigate routes
Legislative jurisdictions may include:	• Environmental protection legislation • WHS/OHS legislation
Chain of Responsibility (CoR) the section of the Heavy Vehicle National Law that defines who is responsible for ensuring safety across all parts of the heavy vehicle journey	• employing a heavy vehicle driver (employer) • engaging someone to drive a heavy vehicle under a contract for services (prime contractor) • directing the control and use of a heavy vehicle (operator) • scheduling the transport of goods or passengers in a heavy vehicle, or scheduling a driver's work and rest hours (scheduler) • consigning (coordinating and sending) goods for transport by a heavy vehicle (consignor) • receiving goods delivered by a heavy vehicle (consignee) • packing or assembling goods for transport in a heavy vehicle (packer) • managing premises where five or more heavy vehicles are loaded or unloaded each day (loading manager) • loading a heavy vehicle (loader) • unloading a heavy vehicle (unloader)
Primary Duty means:	• to ensure, so far as is reasonably practicable, the safety of their transport activities
Person is defined as:	• person includes an individual or a body politic or corporate
Safety includes eliminating or minimising risk:	• to the safety of drivers and passengers • to the safety of persons or property on or near roads • of damage to vehicles and loads • of damage to road infrastructure • of harm to the environment
Transport Activities include:	• all the activities associated with the use of a heavy vehicle on a road. It includes safety systems, business processes, such as contract negotiation and communication and decision-making, as well as the activities normally associated with the transport and logistics sector, such as training, scheduling, route planning, managing premises, selecting and maintaining vehicles, packing, loading and unloading

So far as is reasonably practicable - what is, or was at the time, reasonably able to be done to ensure safety, taking account of:	• Likelihood –the likelihood of the risk occurring • Consequence –the degree of harm that could be caused • Knowledge – what should you know about the risk • Solutions –ways to remove, prevent or minimize the risk • Cost – are the costs proportionate to the risk
Road is defined as:	• an area that is open to or used by the public and is developed for, or has as 1 of its uses, the driving or riding of motor vehicles. • Examples of areas that are roads — bridges, cattle grids, culverts, ferries, fords, railway crossings, tunnels or viaducts
TLIF0010 Identify factors to reduce road harm	
Other road users may include:	• cyclists and skaters • farm vehicles • heavy commercial vehicles • mobility scooters • other drivers • passengers • pedestrians • segways
Motor vehicles may include:	• cars • electric pedal cycle • motorcycle • trucks
Road markings may include:	• on-road markings e.g., lines
Traffic control devices may include:	• advisory: - speed signs - road condition alerts • regulatory (black and white): - traffic lights/signals - temporary traffic lights - road signs - speed signs - variable message boards - variable speed signs - police/traffic control person • warning (yellow): - pedestrian signs

	- yellow and black signs
Environmental factors may include:	• dust • ice • mud • rain • rocks • sand • snow • water on road
Passive safety features of the road network may include:	• breakaway poles • culvert (1m sealed) • decoy road work vehicles • frangible poles • safety rails/barriers • separated dual carriage lanes • water barriers
Active safety features of the road network may include:	• audible run-off road strip • electronic lane advice • electronic speed signs • guide posts • lane markings • radio announcements • road surface • roundabouts • traffic lights
TLIF0011 Identify interactions with other road users	
Other road users may include:	• cyclists and skaters • farm vehicles • heavy commercial vehicles • mobility scooters • other drivers • passengers • pedestrians • segways
Applicable regulations and legislation may include:	• relevant state/territory environmental protection legislation • relevant state/territory road rules

	relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation
Potential risks may include:	- economic impact - emotional reaction - financial effect - legal repercussions - physical injury - social repercussions
TLIF0012 Implement and coordinate accident-emergency procedures	
Work may be conducted:	- by day or night - in a range of work environments and weather conditions
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 - restricted spaces
Action to be taken in the event of an accident-emergency may include:	- alerting relevant organisational personnel and emergency services - assessing the nature and extent of the emergency - identifying and following established emergency procedures - isolating and coordinating safety of the scene - recording relevant information and reporting on accident/emergency situation in accordance with regulatory and workplace requirements - rendering assistance and first aid
Emergency equipment may include:	- fire blanket - fire extinguishers - fire hose - first aid kit - resuscitation equipment
Hazards in the work area may include:	- accidents involving chemicals, toxic substances and other harmful substances - accidents involving equipment and vehicles - explosion and/or fire - exposure to chemicals - exposure to dangerous or hazardous substances - movements of equipment, goods and materials - personal accidents including lifting injuries

	• violent incidents such as armed robberies • waste management and disposal
Consultative processes may include:	• contractors • designated workplace emergency officers • emergency services personnel including ambulance, police, fire services, etc. • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • official representatives • other professional or technical staff • site visitors • union representatives • workplace personnel and management
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:	• breathing apparatus • 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:	• award, enterprise bargaining agreement, other industrial arrangements • codes of practice including the Australian Dangerous Goods (ADG) Code • first aid instructions and procedures • International Maritime Dangerous Goods (IMDG) code markings, HAZCHEM codes and where applicable emergency information panels

	- manifests, bar codes, goods and container identification goods identification numbers and codes - manufacturer instructions concerning the use and servicing of equipment - quality assurance procedures - relevant Australian Standards and certification requirements - relevant legislation, regulations and related documentation related to emergency response situations - safety data sheets (SDS)/material safety data sheets (MSDS) - supplier and/or client advice on the hazards involved with goods or cargo - workplace emergency/fire/accident procedures - workplace procedures for the use of emergency equipment and personal protection equipment
Applicable regulations and legislation may include:	- dangerous goods and hazardous goods regulations - emergency procedures regulations - relevant Australian Standards and certification, including Australian Standard (AS) 2865 Safe working in a confined space - relevant state/territory environmental protection legislation - relevant state/territory WHS/OHS legislation - workers compensation regulations - workplace relations regulations
TLIF0013 Manage the impact of human capabilities/limitations on human performance in a rail environment	
Definition of human factors is:	the scientific discipline that is concerned with the application of information about human characteristics, capacities, and limitations to the design of tasks, equipment and work environments
Workplace environment may include:	- classroom environment - rail workplace - training facilities - place where rail safety work is carried out, and includes any place where a rail safety worker goes, or is likely to be, while doing safety critical tasks
TLIF0015 Recognise the impact of human capabilities/limitations on human performance in a rail environment	
Definition of human factors is:	the scientific discipline that is concerned with the application of information about human characteristics, capacities, and limitations to the design of tasks, equipment and work environments
Workplace environment may include:	classroom environment

	• rail workplace • training facilities • place where rail safety work is carried out, and includes any place where a rail safety worker goes, or is likely to be, while doing safety critical tasks
TLIF0019 Follow vehicle protocols for loading and unloading	
Traffic management plan may include:	• designated areas • exclusion zones • line marking • loading and unloading zones • marked walkways • signage • speed limits • traffic flow direction • traffic lights
TLIF0021 Administer the implementation of fatigue management strategies	
Workplace may include:	• any work environment requiring safety critical operational judgements to be made and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft at night
Work-related factors that may contribute to fatigue include:	• organisational factors such as work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, and the predictability of work • work demands such as workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g., working in isolation, repetitive tasks and boring, monotonous or under-challenging tasks)
Worker/operator-related factors that may contribute to fatigue include:	• lifestyle factors such as sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends • personal or biological factors such as state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks, and circadian rhythms • working multiple jobs
Responsibilities of organisation for fatigue risk management may include:	• assessing work tasks for fatigue related risk and redesigning if necessary • ensuring work schedules provide adequate opportunity for rest and recovery between shifts • managing fatigued employees

	providing support such as complying with fatigue management regulations, developing and implementing appropriate policy and procedures, providing assessment, training and learning opportunities, and establishing and implementing error and incident reporting systems
Responsibilities of individual for fatigue risk management may include:	- checking and ensuring fitness for work - following the organisation's fatigue management policy and procedures - reporting symptoms of fatigue - using time away from work appropriately to rest and recover
Fatigue management competency-based training may include:	- fatigue management awareness training - in-depth training on fatigue and fatigue management techniques - initial induction training (incorporating a basic fatigue management component) - refresher training on fatigue management - remedial training where existing competence is assessed as being insufficient
Information and documents may include:	- Commonwealth and state/territory regulations and guidelines concerning fatigue management in various transport and workplace situations - error and safety incident reports - fatigue risk management system documents - quality assurance procedures - relevant standards and certification requirements - relevant work health and safety (WHS)/occupational health and safety (OHS) regulations and procedures - reports of audits of fatigue risk management system - workplace instructions and procedures on fatigue management
Applicable legislation, regulations and codes may include:	- relevant rail industry safe working codes and regulations (where applicable) - relevant regulations and codes of the Commonwealth Government and the state/territory roads and traffic authorities concerning fatigue management - relevant state/territory permit regulations and requirements - relevant state/territory road rules - relevant state/territory WHS/OHS legislation
TLIF0022 Conduct housekeeping activities	
Work may be conducted in:	- controlled or open environments - exposed conditions

	tight or restricted spaces
Housekeeping duties may include:	- cleaning - maintenance - repacking - returning goods or equipment to storage - waste removal
Hazards in the work area may include exposure to:	- chemicals - dangerous or hazardous substances - movement of equipment, goods and materials
Personnel in the work area may include:	- contractors - official representatives - site visitors - workplace personnel
Depending on workplace context, personal protective equipment (PPE) may include:	- eye wash - gloves - high visibility clothing - safety glasses - safety headwear and footwear - two-way radios
Applicable regulations and legislation may include:	- dangerous goods and air freight regulations - relevant state and territory: - WHS/OHS legislation - environmental protection legislation - workplace relations regulations
TLIF0023 Conduct track protection assessment	
Formal decision-making processes include:	- Define the problem - Gathers and analyses all relevant information to help understand the problem - Consult others - Asks for others' opinions and suggestions before deciding what to do - Consider options - Uses available time to consider all options, not just the most obvious alternative - Weigh up risks - Discusses potential risks for each alternative being considered - Review consequences - Reviews outcome of decisions to ensure solution was effective
Track protection plan may include:	- track protection plan - worksite protection plan

Various communication techniques and methodologies must include:	• verbal • non-verbal and visual-auditory-kinaesthetic (VAK) • through multi-channel methods to transmit and receive safety critical communication
TLIF0024 Develop and maintain a safe workplace	
Workplace hazards may include but are not restricted to:	• chemicals and other harmful substances • damaged goods, pallets and containers • dangerous/hazardous goods • electrical wiring and systems, including exposed electrical circuits • faulty machinery, handling equipment and lifting gear • flammable liquids, vapours and fuel • moving and rotating machinery • moving heavy loads in an unsafe work environment • non-compliance with safe working procedures • poor housekeeping procedures • power tools • sharp tools and implements • slippery floors • toxic gases and substances • unsecured machinery, components or repaired equipment • using equipment beyond safe working limits • welding equipment • working at heights and in confined spaces
Training activities may include:	• attendance at formal education/training programs • attendances at relevant conferences, seminars and workshops • coaching/mentoring on the job • completion of internal short training programs • reading of relevant journals and literature • workplace training projects
Consultative processes may involve:	• customers/clients • management • manufacturer representatives • other employees and supervisors • other maintenance, professional or technical staff • supplier representatives • trainers • union representatives

	work health and safety (WHS)/occupational health and safety (OHS) specialists
Information/documentation may include:	- competency standards - customer service standards and procedures - customer/client instructions - emergency procedures - journals and work-related literature concerning WHS/OHS - legislation, regulations and related documentation relevant to business operations - manufacturer /suppliers' 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 - WHS/OHS training notes and materials - workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information - workplace products and services information - workplace WHS/OHS management system including hazard/safety risk control strategies - workplace WHS/OHS procedures and policies
Applicable regulations and legislation may include:	- environmental protection regulations - general duty of care under WHS/OHS legislation and common law - hazardous substances and dangerous goods codes - provisions relating to health and safety representatives (HSR) and/or WHS/OHS committees - provisions relating to WHS/OHS issue resolution - relevant Australian and state/territory WHS/OHS legislation, including regulations and codes of practice relating to hazards present in the workplace or industry - relevant Australian Standards and certification requirements - relevant regulations, standards and codes of practice - requirements for provision of WHS/OHS information and training - requirements for the maintenance and confidentiality of records of occupational injury and disease - trading regulations relevant to business operations
TLIF0025 Follow work health and safety procedures	

Work may be conducted in:	• controlled or open environments • exposed conditions • restricted spaces
Workplace hazards may include:	• a range of storage areas • broken and damaged equipment • chemicals and other harmful substances • damaged packing material and containers • extremes in weather conditions • floor surfaces • inflammable materials and fire hazards • lifting practices • lighting levels • movements of equipment, goods, vehicles • toxic substances • traffic flows, vehicle and equipment operation • waste management and disposal • water hazards
Personnel in the work area may include:	• contractors • official representatives • site visitors • union representatives • work health and safety (WHS)/occupational health and safety (OHS) specialists • workplace personnel
Designated personnel may include:	• management • WHS/OHS personnel • other persons authorised or nominated by the organisation • supervisors • team leaders • workplace personnel
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety glasses • safety headwear and footwear • two-way radios
Information/documents may include:	• Australian Dangerous Goods (ADG) Code and safety data sheets (SDS)/material safety data sheets (MSDS) (where relevant)

	• 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 • goods identification numbers and codes • manifests, bar codes, goods and container identification • manufacturer instructions concerning the use and servicing of equipment • policies and procedures for entry and work in confined spaces • quality assurance procedures • regulations and policies concerning noise, smoking, workstation ergonomics and other critical WHS/OHS issues • relevant legislation, regulations and related documentation • standards and certification requirements • supplier and/or client instructions • WHS/OHS regulations • workplace WHS/OHS procedures and policies
Applicable legislation may include:	• dangerous goods regulations • general duty of care under WHS/OHS legislation • relevant state/territory WHS/OHS legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc. • workers compensation regulations • workplace relations regulations
TLIF0077 Demonstrate knowledge of risk factors and consequences in interacting with other road users	
Other road users may include:	• cyclists and skaters • farm vehicles • heavy commercial vehicles • mobility scooters • other drivers • passengers • pedestrians • segways
High-risk behaviours may include:	• alcohol • distraction • drugs

	• fatigue • hoon behaviour • inattention • speed (high speed or inappropriate for circumstances)
Potential risk may include:	• economic impact • emotional reaction • financial effect • legal repercussions • physical injury • social repercussions
Regulatory bodies may include:	• relevant state/territory roads and traffic authority
Regulation and legislation may include:	• relevant state/territory environmental protection legislation • relevant state/territory fatigue management regulations • relevant state/territory permit regulations and requirements • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation
TLIF0078 Recognise motor vehicle road crash risks and post-crash actions	
Common types of motor vehicle crashes may include:	• head on collision • pedestrian collision • rear end collision • right turn in front of oncoming traffic • run off road on curve collision • run off road on straight collision • side impact collision/adjacent direction collision
Common causes of motor vehicle crashes may include:	• head on collision: - impatience - not detecting hazards early enough - not judging speed or distance correctly when overtaking • pedestrian collision: - encountering intoxicated or unpredictable pedestrians - pedestrians not judging the amount of time it takes a vehicle to stop • rear end collision: - not leaving enough distance between vehicles - travelling too fast

	- right turn in front of oncoming traffic: - not judging speed accurately • run off road on straight collision: - inexperience resulting in over steering or misjudging distances - travelling too fast for the conditions • side impact collision/adjacent direction collision: - not sufficiently judging the gap in the traffic - overconfidence in driving ability - poor or insufficient scanning of the driving environment
Human, environmental and vehicular factors may include:	• environmental: - animals - architectural obstacle - geographical obstacle - road debris - road surface (gravel/sealed) • human: - alcohol - distraction - drugs - fatigue - inattention - speed • vehicular factors - mechanical failure/vehicle defects: - brakes - tyres
TLIF0079 Select a safe vehicle	
Other road users may include:	• cyclists and skaters • farm vehicles • heavy commercial vehicles • mobility scooters • other drivers • passengers • pedestrians • segways
Safety features may include:	• lighting: - daytime running lights

	- driving lights - fog lamps - hazard light activation in severe crash - headlights on warning/automatic • vehicle: - ABS brakes - adjustable driver's seat (multifunction) - adjustable head restraint - adjustable lumbar support - adjustable steering column - air conditioning/climate control - alcohol/drug interlock - anti-fogging (heated) external mirrors - anti-submarining seat design - auto-dimming rear view mirror - automatic transmission - automatic wipers - bonnet airbag for pedestrian protection - cargo barrier - child seat integrated - conspicuous vehicle body colour - cooled/heated driver's seat - crash recorder - cruise control - driver airbag - engine immobiliser - external mirrors electrical adjustment - front passenger airbag - fuel and engine cut-off (severe crash) - harness seat belt for adults - head protection padding - head rest for rear outboard seats - head restraints for all rear seats - headway radar for closing speeds - helmets/head bands for occupants - high transmittance glazing
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	- improved foot protection - independent rear suspension - inflatable seat belt - intelligent speed adaption - knee bolster/padding - laminated or shatter-proof glazing for all windows - load restraint devices (tethers) - mayday distress call in severe crash - mobile phone available in event of accident - navigation system (GPS) - pedestrian friendly vehicle front - power steering - run flat tyres - seat belt buckle mounted on seat - seat belt centre rear-point - seat belt d-ring height adjustable - seat belt interlock - seat belt load limiters front - seat belt load limiters rear - seat belt pre-tensioner front - seat belt pre-tensioners rear - seat belt webbing grabbers front - seat belt webbing grabbers rear - side airbag - front head-protecting (curtain) - side airbag - front seat thorax - side airbag rear head-protecting - side airbag rear thorax - smart airbag - speed alarm - speed sensitive intermittent wipers - top speed limiter - traction control - tyre pressure monitoring
Vehicle fluid may include:	• air conditioner • battery • brake fluid

	• engine • fuel • radiator coolant • radiator/cooling system • transmission fluid • windscreen water
Passive safety features of motor vehicles may include:	• air conditioning • airbags (front/side/curtain) • automatic transmission • cargo barrier • cruise control • daytime running lights • frontal impact protection • head restraints • mirrors • over-speed warning devices • seat belts • seats • steering wheel
Active safety features of motor vehicles may include:	• Anti-lock Braking System (ABS) • Electronic Brake Assist (EBA) • Electronic Brake force Distribution (EBD) • Electronic Stability Control (ESC) • tyres
TLIF0080 Implement and monitor the safety duties of transport activities (Chain of Responsibility)	
For all conditions relating to the Chain of Responsibility, please refer the National Heavy Vehicle Regulator (NHVR)	• www.nhvr.gov.au/safety-accreditation-compliance/chain-of-responsibility <u>The primary duty NHVR</u> <u>Executive due diligence duty NHVR</u> <u>Regulatory Advice NHVR</u> https://www.nhvr.gov.au/safety-accreditation-compliance/chain-of-responsibility/regulatory-advice/reasonably-practicable <u>Registered Industry Codes of Practice NHVR</u> www.nhvr.gov.au/safety-accreditation-compliance/industry-codes-of-practice/registered-industry-codes-of-practice
Associated units of competency may include:	• TLIA1001 Secure cargo • TLIC3005 Drive Heavy Vehicle Combination

	• TLIC3010 Pilot or escort oversized and/or overmassed loads • TLID0015 Load and unload goods/cargo • TLIE0008 Calculate mass, area and quantify dimensions • TLIE3028 Complete a work diary in the road transport industry • TLIF0005 Apply a fatigue risk management system • TLIF0025 Follow work health and safety procedures • TLIF4066 Implement and supervise transport regulations compliance systems • TLIH0006 Plan and navigate routes
Legislative jurisdictions may include:	• Environmental protection legislation • WHS/OHS legislation
Chain of Responsibility (CoR) the section of the Heavy Vehicle National Law that defines who is responsible for ensuring safety across all parts of the heavy vehicle journey	• employing a heavy vehicle driver (employer) • engaging someone to drive a heavy vehicle under a contract for services (prime contractor) • directing the control and use of a heavy vehicle (operator) • scheduling the transport of goods or passengers in a heavy vehicle, or scheduling a driver's work and rest hours (scheduler) • consigning (coordinating and sending) goods for transport by a heavy vehicle (consignor) • receiving goods delivered by a heavy vehicle (consignee) • packing or assembling goods for transport in a heavy vehicle (packer) • managing premises where five or more heavy vehicles are loaded or unloaded each day (loading manager) • loading a heavy vehicle (loader) • unloading a heavy vehicle (unloader)
Primary Duty means:	• to ensure, so far as is reasonably practicable, the safety of their transport activities
Person is defined as:	• person includes an individual or a body politic or corporate
Safety includes eliminating or minimising risk:	• to the safety of drivers and passengers • to the safety of persons or property on or near roads • of damage to vehicles and loads • of damage to road infrastructure • of harm to the environment
Transport Activities include:	• all the activities associated with the use of a heavy vehicle on a road. It includes safety systems, business processes, such as contract negotiation and communication and decision-making, as well as the activities normally associated with the transport and logistics sector, such as training, scheduling, route planning,

	managing premises, selecting and maintaining vehicles, packing, loading and unloading
So far as is reasonably practicable - what is, or was at the time, reasonably able to be done to ensure safety, taking account of:	• Likelihood –the likelihood of the risk occurring • Consequence –the degree of harm that could be caused • Knowledge – what should you know about the risk • Solutions –ways to remove, prevent or minimize the risk • Cost – are the costs proportionate to the risk
Road is defined as:	• an area that is open to or used by the public and is developed for, or has as 1 of its uses, the driving or riding of motor vehicles. Examples of areas that are roads — bridges, cattle grids, culverts, ferries, fords, railway crossings, tunnels or viaducts
Working with other businesses may include:	• Cannot use contract to avoid or alter responsibility - Contracts can help both parties manage safety, by - providing clarity about how things are done - use of common equipment, processes, or terminology - stating what information should be shared, when and how - setting monitoring or reporting expectations - planning for incidents - identifying points of contact and escalation procedures • Value of regular communication and collaboration
Executive officers include:	• Executives • Directors • or any person who takes part in the management of the corporation
Executive Due Diligence – to ensure the business complies with its Primary Duty by:	• understanding the hazards and risks associated with their transport activities • having appropriate resources to eliminate/minimise hazards and risks • responding to information received about hazards and risks in a timely manner and verify that resources are provided, used and implemented • monitoring the effectiveness of controls and continuously improving safety
TLIF2006 Apply accident-emergency procedures	
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 • even or uneven surfaces • exposed conditions • limited or restricted spaces • wet or dry surfaces
Workplace hazards may include but are not restricted to:	• chemicals and other harmful substances • damaged goods, pallets and containers • dangerous/hazardous goods • electrical wiring and systems, including exposed electrical circuits • faulty machinery equipment handling equipment and lifting gear • flammable liquids, vapours and fuel • moving and rotating machinery • moving heavy loads in an unsafe work environment • non-compliance with safe working procedures • poor housekeeping procedures • power tools • sharp tools and implements • slippery floors • toxic gases and substances • unsecured machinery, components or repaired equipment • using equipment beyond safe working limits • welding equipment • working at heights and in confined spaces
Consultative processes may involve:	• customers/clients • management • manufacturer representatives • other employees and supervisors • other maintenance, professional or technical staff • supplier representatives • trainers • union representatives • work health and safety (WHS)/occupational health and safety (OHS) specialists
Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:	• company plans/procedures • enterprise plans/procedures • established plans/procedures • organisational plans/procedures

Information/documentation may include:	• competency standards • customer service standards and procedures • customer/client instructions • emergency procedures • journals and work-related literature concerning WHS/OHS • manufacturer /suppliers' 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 • WHS/OHS training notes and materials • workplace accident-emergency procedures and policies • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • workplace products and services information • workplace WHS/OHS management system including hazard/safety risk control strategies
Applicable regulations and legislation may include:	• environmental protection regulations • hazardous substances and dangerous goods codes • relevant Australian and state/territory WHS/OHS legislation, including regulations and codes of practice relating to hazards present in the workplace or industry, including: - general duty of care under WHS/OHS legislation and common law - requirements for the maintenance and confidentiality of records of occupational injury and disease - requirements for provision of WHS/OHS information and training - provisions relating to health and safety representatives and/or WHS/OHS committees - provisions relating to WHS/OHS issue resolution • relevant Australian Standards and certification requirements including Australian Standard (AS) 1885.1 Measurement of occupational health and safety performance - Describing and reporting occupational injuries and disease (known as the National Standard for workplace injury and disease recording) • relevant regulations, standards and codes of practice

TLIF2010 Apply fatigue management strategies

Applicable regulations and legislation may include:	- regulations and codes related to the transport of dangerous goods, explosives and hazardous materials - relevant state/territory road rules and traffic acts
Communication in the work area may include:	- mobile and fixed phones - oral, aural or signed communications - radio
Information/documents may include:	- competency standards and training materials - emergency procedures - maps and street directories - published information on route hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route - quality assurance procedures - route specifications - supplier and/or client route documentation - workplace procedures and policies
TLIF2012 Apply safe procedures when handling/transporting dangerous goods or explosives	
Work may be conducted in:	- a vehicle on the road - a workplace, warehouse or depot - client's workplace - controlled or open environments - convoy of a group of vehicles - exposed conditions - restricted spaces
Goods/cargo being handled/conveyed may require:	special precautions for handling, stacking and transport
Classes of dangerous goods/explosives/hazardous substances are:	as defined in the respective Australian codes
Standard marking and signage for identified explosives and dangerous goods is as required:	in the respective Australian codes
Personnel in the work area may include:	- contractors - official representatives - site visitors - workplace personnel

Handling operations may be carried out:	• both manually and with the aid of lifting equipment and/or appliances
Load restraint procedures and equipment are:	• as specified in mass and loading regulations and guidelines
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • protective clothing • safety glasses • safety headwear and footwear • two-way radios
Information/documents may include:	• award, enterprise bargaining agreement, other industrial arrangements • emergency procedures • goods/materials identification numbers, codes and signs • manifests, bar codes, goods and container identification • manufacturer specifications for equipment/tools • safety data sheets (SDS)/material safety data sheets (MSDS) • National Load Restraint Guide • quality assurance procedures • relevant codes of practice, including the Australian Dangerous Goods (ADG) Code, the Australian Explosives Code, the Code of Practice for the Safe Transport of Radioactive Substances, the Industry Safety Code, and Codes of Practice for Manual Handling • standards and certification requirements • supplier and/or client instructions • workplace procedures and policies for the handling of dangerous goods, explosives and radioactive and other hazardous substances, and incident reporting
Applicable regulations and legislation may include:	• Australian and international regulations and codes of practice for the handling and transport of explosives, dangerous goods and hazardous substances, including: - 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 - Code of Practice for the Safe Transport of Radioactive Substances

	- state/territory legislation covering the safe handling of infectious substances - Australian and state/territory regulations pertaining to the handling of dangerous goods/explosives/hazardous substances - equal employment opportunity and affirmative action legislation - equal opportunity - relevant state/territory environmental protection legislation - relevant state/territory WHS/OHS legislation - workplace relations regulations
TLIF2018 Operate firefighting equipment	
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
Types of fires which may occur include:	Classes A, B, C and F in the standard classification of fires
Firefighting equipment, appliances and systems may include:	- fire blankets - fire hoses and hydrants - portable fire extinguishers including foam, water, CO2, dry chemical and wet foam - sprinkler systems
Hazards in the work area may include exposure to:	- chemicals - dangerous or hazardous substances - live electrical circuits - movements of equipment, goods, materials, trains and vehicular traffic
Consultative processes may involve:	- current and potential customers - 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, customers and clients

Communication in the work area may include:	• phone • electronic data interchange (EDI) • fax • email • internet • radio frequency systems • oral, aural or signed communications
Dependent of the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures • operating procedures
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • protective clothing • safety glasses • safety headwear and footwear • two-way radios
Information documents may include:	• Australian regulations and codes of practice for the transport of dangerous goods and hazardous substances • award, enterprise bargaining agreement, and other industrial arrangements • codes of practice and regulations relevant to fire emergencies, including safe working regulations and local authority regulations and procedures • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • electrified territory regulations • emergency procedures • goods manifest • manufacturer specifications for firefighting equipment • operations manuals, job specifications and induction documentation • quality assurance procedures • relevant Australian Standards and certification requirements • relevant WHS/OHS and environmental protection regulations • technical instructions • workplace fire emergency procedures and policies

Applicable regulations and legislation may include:	• Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances • relevant codes, regulations and safe working systems for the use and checking of firefighting equipment • relevant state/territory WHS/OHS and environmental protection legislation • the Code of Practice for the Defined Interstate Rail Network in situations where fire emergencies occur on that network • workplace relations regulations
TLIF2019 Ensure a safe on-board passenger and working environment	
Work may be conducted:	• by day or night • in a range of work environments
Work may be carried out in a range of long-distance passenger vehicles including:	• brake vans and staff cars • dining cars • lounge and/or entertainment cars • sit-up cars • sleeping cars
Hazards may include:	• broken glass • contaminated or spoilt food or beverages • faulty equipment • hot food and beverages • human and biological waste • infectious and contagious diseases • moving trains and vehicles • self-closing doors • sharp objects • slippery floors • stairways • sudden and unexpected movement • syringes and drugs
Consultative processes may involve:	• customers • official representatives • other workplace personnel • supervisors and managers
Communication in the work area may include:	• electronic data interchange (EDI) • email/internet • fax

	• oral, aural or signed communications • phone • 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
Information/documents may include:	• award, enterprise bargaining agreement and other industrial arrangements • customer service and quality assurance procedures • emergency procedures • manufacturer instructions for the use of equipment and materials • relevant codes of practice and regulations • relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection requirements and policies • work instructions, job description and induction materials • workplace procedures and policies
Applicable regulations and legislation may include:	• relevant codes and regulations pertaining to workplace activities • relevant state/territory environmental protection legislation • relevant state/territory health and hygiene legislation • relevant state/territory WHS/OHS legislation • workers compensation regulations • workplace relations regulations, including equal opportunity, equal employment opportunity and affirmative action legislation
TLIF3003 Implement and monitor work health and safety procedures	
The implementation and monitoring of WHS/OHS within work operations 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 • restricted spaces
Workplace hazards may include:	• broken and damaged equipment • chemicals and other harmful substances

	• damaged packing material and containers • dangerous storage areas • extremes in weather conditions • floor surfaces • inflammable materials and fire hazards • lifting practices • lighting levels • movements of equipment, goods and vehicles • toxic substances • traffic flows, vehicle and equipment operation • violent incidents such as armed robberies • waste management and disposal • water hazards
Responsibilities in the implementation/monitoring of WHS/OHS may include:	• assessing and controlling WHS/OHS risks • checking work area and/or equipment before and during work • consultation and participation in meetings on WHS/OHS matters • emergency procedures and response • housekeeping • identifying and minimising workplace hazards • keeping of WHS/OHS records • participation in WHS/OHS audits and workplace inspections • provision of WHS/OHS information to staff • reporting of WHS/OHS issues and incidents • resolution of WHS/OHS issues • use of personal protective equipment (PPE) • WHS/OHS training and assessment
Controlling WHS/OHS risks may include	• application of the hierarchy of control, namely: - elimination of the risk - engineering controls - administrative controls - consultation with workers and their representatives - personal protective equipment (PPE) - measures to remove the cause of a risk at its source
Procedures for dealing with hazardous events may include:	• accident/safety incident reporting and investigation • chemical containment • evacuation • first aid

WHS/OHS training may include:	• emergency and evacuation training • induction training • specific hazard training • specific task or equipment training • training as part of broader programs, for example equipment operation
WHS/OHS records may include:	• first aid/medical post records • hazardous substances registers • health surveillance and workplace environmental monitoring records • maintenance and testing reports • manufacturer and supplier information, including safety data sheets (SDS)/material safety data sheets (MSDS) and dangerous goods storage lists • records of instruction and training • WHS/OHS audits and inspection reports • workers compensation and rehabilitation records
Personnel in the work area may include:	• contractors • official WHS/OHS representatives • site visitors • union representatives • WHS/OHS specialists • workplace personnel and management
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety glasses • safety headwear and footwear • two-way radios
Participative arrangements may include:	• formal and informal meetings which deal with WHS/OHS issues • other committees, for example, consultative, planning and purchasing • suggestions, requests, reports and concerns put forward by staff • WHS/OHS representatives • workplace WHS/OHS committees
Designated personnel may include:	• management • other persons authorised or nominated by the organisation • supervisors • team leaders

	• WHS/OHS health and safety personnel • 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
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 • goods identification numbers and codes • manifests, bar codes, goods and container identification • manufacturer instructions concerning the use and servicing of equipment • policies and procedures for entry and work in confined spaces • quality assurance procedures • regulations and policies concerning noise, smoking, workstation ergonomics and other critical WHS/OHS issues • relevant legislation, regulations and related documentation • safety data sheets (SDS)/material safety data sheets (MSDS) • standards and certification requirements • supplier and/or client instructions • WHS/OHS regulations, responsibilities and obligations • workplace WHS/OHS procedures and policies
Applicable regulations and legislation may include:	• dangerous goods regulations • general duty of care under WHS/OHS legislation • relevant state/territory WHS/OHS legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc. • workers compensation regulations • workplace relations regulations
TLIF3013 Coordinate breakdowns and emergencies	
Type of vehicle may include:	• any commercial transport vehicle
Breakdowns and emergencies may occur in a range of road transport situations, including:	• on a private road • on the open road • operations conducted at day or night • typical weather conditions

	• while at a client's workplace or worksite • while at a depot, base or warehouse
Type of breakdowns/emergencies may include:	• accident involving another vehicle • bogged vehicle • breakdown • broken axle • collision • electrical failure • engine failure • fire or explosion • load shifts • overturned vehicle • spillage of fuel or dangerous load • tyre blow-outs
Emergency equipment may include:	• fire extinguishers • first aid kit • mobile phone or radio • warning signs and indicators
Depending on the type and extent of the breakdown/emergency, the action to be taken to coordinate a breakdown/emergency may include:	• contacting and cooperating with relevant emergency authorities as required • controlling traffic at the site of a breakdown or emergency • coordinating emergency procedures and rendering assistance and first aid if required • evaluating the cause and effects of the breakdown/emergency • identifying and following established breakdown/emergency procedures • obtaining and recording information about the incident • reporting on breakdown/emergency situation in accordance with regulatory and workplace requirements • taking appropriate action to secure the breakdown/emergency situation
Consultative processes may include:	• designated breakdown/emergency officers • emergency services personnel including ambulance, police, fire services, etc. • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • other professional or technical staff • union representatives

	workplace personnel and management
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:	- goods/materials identification numbers and codes, including International Maritime Dangerous Goods (IMDG) Code markings and HAZCHEM signs - manifests, bar codes, goods and container identification - quality assurance procedures - relevant codes of practice, including the Australian Dangerous Goods (ADG) Code, the Australian Explosives Code, the Code of Practice for the Safe Transport of Radioactive Substances - relevant standards and certification requirements - state/territory licence and permit requirements as they relate to breakdowns/emergencies - state/territory road rules - vehicle logbook or record book (where required) - vehicle manufacturer instructions, specifications and recommended procedures - workplace instructions and procedures concerning breakdowns and emergencies - workplace procedures and policies for the handling of dangerous goods, explosives and radioactive and other hazardous substances
Applicable procedures and codes may include:	- Australian Dangerous Goods (ADG) Code - Australian Explosives Code - Code of Practice for the Safe Transport of Radioactive Substances - relevant state/territory environmental protection legislation - relevant state/territory permit regulations and requirements - relevant state/territory road rules - relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to class of vehicle involved - relevant state/territory WHS/OHS legislation - state/territory legislation covering the safe handling of infectious substances
TLIF3015 Work safely as a non-electrical licensed worker near electrical assets	
Workplace may include:	- industry/enterprise or other performance locations - internal or external to vehicle

	• standard operating and/or other workplace procedures
Electrical assets may include:	• electrical power lines • power poles • satellite disks • telecommunications lines • transformers • transmitters
Appropriate personnel may include:	• emergency services personnel, including fire, police, state/territory emergency services and ambulance • fire wardens • first aid officers • managers • representative government regulatory bodies • team leaders/supervisors/technical experts • union/employee representatives
Training delivery methods and practise opportunities may include:	• combinations of the above • demonstrations • explanations • group work • on-the-job problem solving and decision making • peer mentoring • presentations • problem-solving videos and discussions • scenarios
Participant needs may include:	• age • cultural, language and educational background • 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:	• codes of practice • emergency services personnel • enterprise/industry operating procedures • guideline documents • materials and equipment

	• regulations • work health and safety (WHS)/occupational health and safety (OHS) and other workplace processes or documentation requirements
Strategies and techniques may include:	• active listening • group discussion • points of clarification • targeted questioning
TLIF3022 Implement/monitor procedures when warehousing/storing dangerous good/hazardous substances	
The dangerous goods may be stored in a range of work environments by day or night and may be:	• for short-term storage • for long-term storage • in transit
Customers may be:	• internal or external
Workplace environment may include:	• materials and vehicular traffic • movement of equipment • movement of goods
Requirements for work may include:	• additional gear and equipment • authorities and permits • communications equipment • emergency procedures, including response to spillage/leaks, evacuation and firefighting • hours of operations • incident/accident procedures • noise restrictions • segmentation procedures • site restrictions and procedures • specialised lifting and/or handling equipment • use of safety and personal protective equipment (PPE)
Hazards may include:	• contamination of, or from, materials being handled • dust/vapours • fire or ignition • hazardous or dangerous materials • noise, light and energy sources • service lines • spills, 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)
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 - other maintenance, professional or technical staff - representatives of regulatory authorities with jurisdiction over WHS/OHS, dangerous goods and hazardous substances - suppliers, potential customers and existing clients
Personnel in the work area may include:	- contractors - official representatives - site visitors - workplace personnel
Identification of goods may be:	- from safety data sheets (SDS)/material safety data sheets (MSDS) - HAZCHEM interpretative advice - manifests - packaging labels - stock lists
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:	- breathing apparatus - gloves - mask and respirator - protective clothing - safety glasses - safety headwear and footwear
Information/documents may include:	- award, enterprise bargaining agreement, other industrial arrangements - current Australian Dangerous Goods (ADG) Code - emergency procedures pertaining to dangerous goods and hazardous substances - goods and container identification - goods identification numbers and codes

	• HAZCHEM interpretative advice • manifests, stock lists, packaging labels, bar codes • quality assurance procedures • relevant legislation, codes, regulations and related documentation concerning the storage of dangerous goods and hazardous substances • SDS/MSDS • standards and certification requirements • supplier and/or client instructions • workplace procedures and policies concerning the storage of dangerous goods and hazardous substances
Applicable regulations and legislation may include:	• Australian and international regulations and codes of practice for the storage and transport of dangerous goods and hazardous substances, including: - current Australian and International Dangerous Goods (ADG) Code - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - current Australian and international codes for transporting explosives • equal opportunity legislation • equal employment and affirmative action legislation • relevant Australian and state/territory regulations relating to the storage of dangerous goods and hazardous substances • relevant Australian Standards • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • workplace relations regulations
TLIF3060 Control traffic as a pilot vehicle operator	
Traffic control applies to:	• assisting movement of oversized or overmassed (OSOM) vehicle being escorted • safe and efficient movement of all vehicular and pedestrian traffic
Communication methods may include:	• electronic • the use of hand-held (stop/slow bats) signs • verbal
Documentation/records may include:	• AS 1742.3 Manual for uniform traffic control devices – Traffic control for work on roads

	• relevant local government documents • relevant state or territory legislation, manuals and codes of practice • operating procedures for controlling traffic in the course of piloting duties
Applicable legislation, regulations and codes may include:	• relevant local government legislation and regulations • relevant state or territory road and rail legislation • relevant telecommunication legislation and regulations • work health and safety (WHS)/occupational health and safety (OHS) legislation and regulations
TLIF3084 Follow mobile crane safety procedures	
Rigging work includes:	• the use of mechanical load-shifting equipment and associated gear to move, place or secure a load using plant, equipment or members of a structure to ensure the stability of those members • the setting up or dismantling of cranes or hoists
Basic rigging includes dogging work and rigging work involving any of the following:	• structural steel erection • hoists • pre-cast concrete members of a structure • safety nets and static lines • mast climbing work platforms • perimeter safety screens and shutters • cantilevered crane loading platforms
Intermediate rigging work involves rigging work involving any of the following:	• rigging work in the class basic rigging • hoists with jibs and self-climbing hoists • cranes, conveyors, dredges and excavators • tilt slabs • demolition of structures or plant • dual lifts
Advanced rigging work involves rigging work involving any of the following:	• rigging work in the class intermediate rigging • gin poles and shear legs • flying foxes and cable ways • guyed derricks and structures • suspended scaffolds and fabricated hung scaffolds
Dogging work includes:	• the application of slinging techniques, including the selection and inspection of lifting gear, to safely sling a load • the directing of a plant operator in the movement of a load when the load is out of the operator's view

Dangerous goods or hazardous materials may include:	relevant dangerous goods systems and dangerous goods regulation requirements
Risk management strategies may include:	- strategies consistent with the principle of hierarchy of risk control, including: - elimination - substitution - isolation - engineering control measures - safe working practices - personal protective equipment
TLIF3096 Carry out emergency response to a dangerous goods incident	
Company procedures include:	- emergency information procedure (EIP) - emergency procedures guide (EPG) - operating procedures - transport emergency response plan (TERP)
Types of incidents include:	- at unloading point - in depot - on road - recovery
Personal safety measures include:	- emergency shutdown controls - evacuation controls - eye wash kit - gloves - high visibility clothing - protective clothing - safety glasses - safety headwear and footwear - two-way radios
Key people and support agencies include:	- ambulance - fire brigade/Country Fire Authority (CFA) or Country Fire Service (CFS) - government agencies
Evidence to be preserved or recorded includes:	- details of incident - load documentation - workplace documentation

Applicable legislative procedures and codes include:	• Australian code for the transport of dangerous goods by road or rail: the Australian Dangerous Goods (ADG) Code • relevant state and territory: - environmental protection legislation and regulations - fatigue management regulations - road rules - roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads - work health and safety (WHS)/occupational health and safety (OHS) legislation
Documentation and records include:	• relevant Australian Standards and certification requirements • relevant internal data entry books, including logbooks, data sheets and load sheets • TERP • transport regulations as they apply to the enterprise, including local authority regulations and procedures • workplace policies and procedures
TLIF4101 Implement and maintain a rail safety culture	
Methods to promote and maintain a positive safety culture may include:	• the importance of leadership and commitment of senior management • the executive safety role of line management • the need to involve rail safety workers at all levels • encouraging open communication • the need for human factors to be positively addressed • the promotion of a just culture and environment • the awareness and recognition of opportunities for safety improvement • a willingness to devote resources to safety
Operating principles include:	• valuing people's knowledge, skills and judgement in carrying out their work safely • recognising human limitations and potential for error • just treatment when errors are made • acceptance that organisations are imperfect and will only improve if they are open to feedback and prepared to learn and adapt
Appropriate communication strategies may include:	• documents • toolbox talks • report summaries

	• intranet systems • electronic media • face-to-face communication • forums • presentations • committees • workshops • formal training
Documentation may include:	• reported findings • safety incident feedback • report summaries • guides • manuals • training materials • safety alerts • positive reinforcement initiatives
Behavioural markers are:	• short, precise statements each describing a single non-technical skill or competency, such as using correct radio protocols and asking questions to clarify understanding
Positive safety culture is characterised by:	• communication founded on mutual trust • shared perceptions of the importance of safety • confidence in effectiveness of preventive measures • shared concern for, commitment to and accountability for safety • key elements that include: • keeping people informed - maintaining vigilance - promoting a just culture environment - promoting organisational flexibility - encouraging willingness to learn
Just culture is:	• transparent and establishes clear accountability for actions • neither blame free (total immunity for actions) nor punitive (disciplinary responses regardless of whether acts were unintentional or deliberate) • one where uncensored reporting of near miss occurrences and worker participation in safety issues is encouraged • one which acknowledges human error and the need to manage it by supporting systems and practices that promote learning from past errors or mistakes

Information and documents may include:	• rail safety management system documents • reports of audits of rail safety • 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
Applicable legislation, regulations and codes may include:	• relevant commonwealth and state/territory regulations • relevant rail industry safe working codes and regulations • relevant state/territory WHS/OHS legislation
TLIF4103 Implement fitness for work procedures	
Health and fitness may include:	• systems and procedures to ensure compliance with health and fitness programs for workers who carry out rail safety work • health and fitness programs
Drugs and alcohol may include:	• systems and procedures to ensure compliance with drug and alcohol management program • drug and alcohol management programs
Components of a fitness for work management system may include:	• fatigue management policy and procedures • drug and alcohol policy and procedures • drug and alcohol testing and reporting requirements • legislated rail safety worker medical requirements • health assessment requirements
Information and documents may include:	• commonwealth and state/territory regulations and guidelines concerning fatigue management, drug and alcohol and medical requirements for rail safety workers • fitness for work management system documents • workplace instructions and procedures on fitness for work • reports of audits of fitness for work management 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 • return to work policies and procedures
Applicable legislation, regulations and codes may include:	• commonwealth government and state/territory regulatory authority regulations and codes of practice concerning fitness for work • national health assessment standards for rail safety workers • relevant state/territory WHS/OHS legislation

	Privacy Act/Principles
TLIF4104 Manage change in the rail safety environment	
Procedures for ensuring that changes may include:	- changes are fully identified and described in the context of the railway operations - affected parties are identified and, if practicable, consulted - the roles and responsibilities of rail safety workers and employees of the rail transport operator are clearly specified with respect to the change - the rail workers and employees of the rail transport operator are fully informed and trained to understand and deal with the proposed change - the requirements of safety management system are observed in relation to any risks associated with the proposed change - the change, once implemented, is reviewed and assessed to determine whether or not the change has been appropriately managed
Changes may apply to:	- systems - policies and procedures - equipment - practices - regulatory requirements
External stakeholders may include:	- regulators - consultants - operators/maintainers - constructors/manufacturers - statutory bodies - customers/community
Internal stakeholders may include:	- board and executives - business managers - consortium partners - employees - rail safety workers
Applicable legislation, regulations and codes may include:	- relevant legislation and regulations of the commonwealth government and each applicable state/territory regulatory authority - relevant rail industry safe working codes and regulations - national health assessment standards for rail safety workers - relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation - Privacy Act/Principles

TLIF4105 Manage rail safety compliance

Regulatory compliance may include:	• systems and procedures for the identification of safety requirements under the law and other safety legislation • safety management system is working effectively • risks to safety are being identified, assessed and managed so far as is reasonably practicable • controls used to monitor safety and to manage risks to safety are being regularly reviewed and revised
Rail safety compliance documentation may include but is not limited to:	• legislative, organisation and site requirements and procedures • manufacturer guidelines and specifications • Australian Standards • legislation, codes, standards and business requirements relevant to rail safety compliance • employment and workplace relations legislation • equal employment opportunity and disability discrimination legislation • safety management system • risk register • rules and procedures • engineering standards
Rail safety compliance framework may include:	• audit plans • information storage and retrieval systems • information gathering tools • reporting systems • monitoring systems
Resources may include:	• competent personnel/workers • auditing tools • inspection tools • record management systems
Relevant stakeholders may include:	• senior management • managers • competent employees • competent contractors • competent personnel/workers • suppliers • customers • regulatory bodies • rail transport operators

	• local authorities • emergency services
Legislation, codes and national standards relevant to the workplace may include:	• award and enterprise agreements and relevant industrial instruments • relevant legislation from all levels of government that affects business operation, especially in regard to: - work health and safety (WHS)/occupational health and safety (OHS) - rail safety - environmental issues - equal opportunity - industrial relations - anti-discrimination • relevant industry code of practice • applicable codes and standards
Information and documents may include:	• commonwealth and state/territory regulations and guidelines concerning rail safety • rail safety management system documentation • workplace instructions and procedures on rail safety • reports of audits of rail safety management systems • error and safety incident reports • relevant WHS/OHS regulations and procedures • relevant standards and certification requirements • quality assurance procedures
TLIF4064 Manage fatigue management policy and procedures	
Workplace may include:	• any work environment requiring safety critical operational judgements to be made and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft at night
Components of a fatigue risk management system include:	• hazard control system • risk management competence assessment processes • risk management policy documents • risk management procedures • risk management training and learning opportunities
The need for fatigue management in a range of industry situations including:	• driving a motor vehicle on a private road • driving a motor vehicle on the open road • driving a train, locomotive or motive power unit • operating a marine vessel in coastal or international waters

	- operating an aircraft - operating load shifting equipment - operating safety critical industrial plant and equipment - operations conducted at all times but particularly at night - typical weather conditions - while working and/or driving at a client's workplace or worksite - while working and/or driving at a workplace, depot, base or warehouse
Work-related factors that may contribute to fatigue include:	- organisational factors such as work environment (including temperature, ventilation, continual rhythmic vibration from equipment), payment system, trip and work scheduling, and the predictability of work - work demands such as workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g., working in isolation, repetitive tasks and boring, monotonous or under-challenging tasks)
Worker/operator-related factors that may contribute to fatigue include:	- lifestyle factors such as sleep patterns, alcohol and drug use, quantity and timing of food and drink, and opportunities for relaxation with family and friends - personal or biological factors such as state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks, and circadian rhythms - working multiple jobs
Responsibilities of organisation for fatigue risk management may include:	- assessing work tasks for fatigue related risk and redesigning if necessary - ensuring work schedules provide adequate opportunity for rest and recovery between shifts - managing fatigued employees - providing support such as complying with fatigue management regulations, developing and implementing appropriate policy and procedures, providing assessment, training and learning opportunities, and establishing and implementing error and incident reporting systems
Responsibilities of individual for fatigue risk management may include:	- checking and ensuring fitness for work - following the organisation's fatigue management policy and procedures - reporting symptoms of fatigue - using time away from work appropriately to rest and recover

Fatigue management competency-based training may include:	• fatigue management awareness training • in-depth training on fatigue and fatigue management techniques • initial induction training (incorporating a basic fatigue management component) • refresher training on fatigue management • remedial training where existing competence is assessed as being insufficient
Depending on the organisation, operating procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures • operating procedures
Information and documents may include:	• Commonwealth and state/territory regulations and guidelines concerning fatigue management in various transport and workplace situations • error and safety incident reports • fatigue risk management system documents • quality assurance procedures • relevant standards and certification requirements • relevant work health and safety (WHS)/occupational health and safety (OHS) regulations and procedures • reports of audits of fatigue risk management system • workplace instructions and procedures on fatigue management
Applicable legislation, regulations and codes may include:	• relevant rail industry safe working codes and regulations (where applicable) • relevant regulations and codes of the Commonwealth Government and the state/territory regulatory authorities concerning fatigue management • relevant state/territory permit regulations and requirements • relevant state/territory road rules • relevant state/territory WHS/OHS legislation
TLIF4065 Ensure compliance with Australian Dangerous Goods Code	
Licensing requirements may include:	• specific licences or permits required by states, territories or regions to transport dangerous goods into or through their jurisdiction • specific licences to deal with named dangerous goods
Documentation and records may include:	• dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS), where applicable • emergency procedures • goods manifest

	- operations manuals, job specifications and induction documentation - quality assurance procedures - regulations and codes of practice relevant to the current Australian Dangerous Goods (ADG) code, including safe working and local authority regulations and procedures - relevant Australian Standards and certification requirements - relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection regulations - technical instructions - workplace policies and procedures related to the current 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, specifically the ADG Code - equal employment opportunity and affirmative action legislation - equal opportunity legislation - relevant state/territory WHS/OHS and environmental protection legislation - workplace relations regulations
TLIF4066 Implement and supervise transport regulations compliance systems	
Goods may include:	- dangerous goods - liquid - livestock - non-perishable materials - perishables - solids
Documentation and records may include:	- dangerous goods declarations and material safety data sheets, where applicable - electrified territory regulations - emergency procedures - goods manifest - quality assurance procedures - relevant Australian Standards and certification requirements - relevant WHS/OHS and environmental protection regulations - transport regulations as they apply to the enterprise, including local authority regulations and procedures - workplace policies and procedures related to transport regulations
Applicable legislation and regulations may include:	relevant state/territory WHS/OHS and environmental protection legislation

	• relevant transport regulations for the enterprise, including Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances • workplace relations regulations
TLIF4069 Monitor and respond to traffic flow	
Operational context may include:	• by day or night • in a range of work environments
Customers may be:	• clients • emergency services • energy services • internal or external • motorists
Workplaces may comprise:	• high intensity worksites • indoors • large, medium or small worksites • outdoors within a tunnel
Personnel in the work area may include:	• contractors • emergency workers • official representatives • site visitors • workplace personnel
Environment may include:	• complex interchanges • confined space • freeway/tolling roads • tunnel
Equipment/vehicles may include:	• communication equipment • computers • keyboards • motor vehicles, trucks and motorcycles
Personal protective equipment (PPE) may include:	• gloves • hearing protection • high visibility clothing • protective clothing • safety glasses • safety headwear and footwear
Depending on the type of organisation concerned and	• company procedures

the local terminology used, workplace procedures may include:	• enterprise procedures • established procedures • organisational procedures
Applicable regulations and legislation may include:	• dangerous goods regulations • equal employment opportunity and affirmative action legislation • relevant state/territory equal opportunity legislation • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) road law and safety codes • workplace relations regulations
TLIF4070 Operate fire and life safety system within a road tunnel	
Operation of fire and life safety systems within a road tunnel may be conducted:	• by day or night • in a range of work environments • in all weather conditions • in limited or restricted spaces
Customers may be:	• internal or external
Environment may include:	• control room • roadway • tunnel • vehicle tunnel • ventilation chambers
Equipment/vehicles may include:	• hazardous/dangerous goods • livestock • motor vehicles • motorcycles • trucks
Personnel in the work area may include:	• contractors • emergency services • official representatives • pedestrians • site visitors • tunnel users • workplace personnel
Personal protective equipment (PPE) may include:	• full arrest safety harness • gloves • hearing protection • high visibility clothing

	• protective clothing • safety glasses • safety headwear and footwear
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Applicable regulations and legislation may include:	• relevant state/territory WHS/OHS legislation and safety codes • dangerous goods regulations • WHS/OHS manual handling guidelines • relevant state/territory equal opportunity legislation • equal employment opportunity and affirmative action legislation • workplace relations regulations
TLIF4095 Apply work health and safety requirements for driving operations	
WHS/OHS legislative requirements include:	• relevant state and territory requirements • relevant workplace policies and procedures
Others involved in vehicle driving operations include:	• carrier • consignee • consigner • contractor • despatch officer • driver • employee • employer • loader • manufacturer • operator • owner • packer • person in charge or apparently in charge of a vehicle • receiver • scheduler • subcontractor
Documentation and records include:	• relevant Australian Standards and certification requirements • relevant internal data entry books, including logbooks, data sheets and load sheets

	- transport regulations as they apply to the enterprise, including local authority regulations and procedures - workplace policies and procedures relating to chain of responsibility regulations
Hazardous materials include:	- fuel - gas
Workplace documentation includes:	- job safety analysis (JSA) - safety data sheets (SDS)/material safety data sheets (MSDS) - operating procedures - transport emergency response plan (TERP) - workplace procedure and/or policy
Personal safety measures include:	- emergency shutdown controls - evacuation controls - eye wash kit - gloves - high visibility clothing - protective clothing - safety glasses - safety headwear and footwear - two-way radios
Applicable legislative procedures and codes include:	- Australian code for the transport of dangerous goods by road or rail: the Australian Dangerous Goods (ADG) Code - environmental protection legislation and regulations relevant state and territory: - roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads - fatigue management regulations - road rules - work health and safety (WHS)/occupational health and safety (OHS) legislation
TLIF4108 Implement traffic management plan in the transport industry	
Traffic Management Plan (TMP)	TMP is a plan established to clearly direct and control traffic disruptions that call for coordinated actions from several services responsible for road and traffic management on a given road or network. TMP aims at facilitating cross-border road traffic management, and imparting traffic information to drivers, prior to and during their trip.

Housekeeping	Workplace housekeeping is a systematic process for reducing the risk of accidents by maintaining a clean, tidy and clutter free environment to ensure the worksite is safe for all
Relevant compliance documentation may include:	- employment and workplace relations legislation - manufacturer guidelines and specification - equal employment opportunity and disability discrimination legislation
Work instructions may be received via verbal or written and graphical instructions, signage, work schedules/plans/specifications, work bulletins, charts and hand drawing, memos, maps, safety data sheets (SDS)/material safety data sheets (MSDS) and diagrams of sketches and may include:	- instructions issued by authorised organisational or external personnel - manufacturer specifications and instructions - operational details - organisation work specifications and requirements - quality requirements - regulatory/legislative requirements - relevant Australian Standards - safe work procedures or equivalent - specifications
Safety requirements may include:	- personal protective equipment (PPE) - safe operating procedures, including recognizing and preventing hazards associated with the working environment such as: - uneven/unstable terrain - trees - pits - poles - trip hazards - dirt mounds - overhead services - underground buildings - obstructions - structures - facilities - fires - excavations - traffic - embankments - cuttings - hazardous materials

	- recently filled trenches - other machines - personnel - restricted access barriers - traffic control - working in proximity to others - worksite visitors and the public • safe parking practices, including: - ensuring access ways are clear - equipment/machinery is away from overhangs and refuelling sites - safe distance from excavations • secured from unauthorised access or movement • those included in compliance documentation
Signage and devices may include:	• arrow boards • barriers • bollards • guide signs • hazard markers • portable traffic signals • vehicle mounted signs and flashing lights • warning signs
Environmental aspects may include the requirements of the organisation/project environmental management plan and may include:	• clean up management • noise, vibration and dust management • waste management • water quality protection
Conditions may include	• all times of day • all vehicle types • all weather conditions • buildings • congested urban environments • low traffic rural areas • off road un trafficked areas • open roads • parking sites • pedestrian areas • rural, urban or residential localities

	- tunnels - varying road surfaces - varying road types - varying terrain - varying traffic volumes
Communications may include:	- two-way radio - hand signals - instructions related to job task - mobile phone - site-specific instructions - written instructions
TLIF5017 Investigate rail safety incidents	
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 rail worksites - a place where rail safety work is carried out, and includes any place where a rail safety worker goes, or is likely to be, while doing rail safety work;
Work may be conducted in:	- controlled or open environments - exposed conditions - limited or restricted spaces - rail corridor
Resources required for the investigation may include:	- access to equipment including rolling stock and infrastructure - access to incident site - personnel time
Incident may include:	- uncontrolled, unplanned, undesired event that under different circumstances has the potential to result in loss. Although loss has not occurred, the events leading up to an incident can be identical to an accident - commonly known as a near miss - associated with railway operations
Notifiable occurrence may include:	- accident or incident associated with railway operations - that has, or could have, caused: - significant property damage - serious injury - death

Prescribed incident may include:	• collision between rolling stock • collision between rolling stock and a person • collision between rolling stock and a road vehicle or plant equipment • the derailment of rolling stock • breach of the rail infrastructure manager's network rules • any other incident that the Regulator may, by notice in writing to a rail transport operator, declare to be a type of prescribed incident in respect of the operator's railway operations.
Incident information may be obtained from:	• consist forms • dangerous goods manifest • drivers' advice (train load) • incident reports • inspection reports-routine circulars • interviews with those involved in the incident • interviews with witnesses • load and weight records • out-of-gauge documents • safety data sheets (SDS)/material safety data sheets (MSDS) • safeworking forms • special train notices • train journals or train register books transport instructions • wagon cards
Depending on the context of the safety incident concerned, the applicable regulatory/code requirements may include:	• the Code of Practice for the Defined Interstate Rail Network • the relevant state/territory codes of practice for safeworking • the relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) regulations • corrective action is taken in response to any safety deficiencies identified following inspections, testing, audits, investigations or notifiable occurrences
Hazards in the work area may include exposure to:	• chemicals • dangerous or hazardous substances • movements of equipment, goods, materials, trains and vehicular traffic
Consultative processes may involve:	• affected customers • industrial relations and WHS/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 • safety alert • internet • intranet • 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 procedures • organisational procedures • standard operating procedures
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety glasses • safety headwear and footwear • two-way radios
Information/documents may include:	• applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines • Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods (ADG) Code and Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods • award, enterprise bargaining agreement, and other industrial arrangements • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • emergency response procedures • manufacturer specifications for equipment • operations manuals, job specifications and induction documentation • quality assurance procedures • relevant Australian Standards and certification requirements • safety incident report • workplace procedures and policies for the investigation of safety incidents

Applicable regulations and legislation may include:	• applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines • Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including: - ADG Code - Australian and international codes for transporting explosives • Code of Practice for the Defined Interstate Rail Network in situations where safety incidents occur on that network • Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods • relevant state/territory WHS/OHS and environmental protection legislation • workers compensation regulations • workplace relations regulations
TLIF5020 Manage emergencies	
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
Emergency situations may include:	• bomb threats • chemical spills • customer emergency • derailments • fires
Hazards in the work area may include exposure to:	• chemicals • dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic
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
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:	• gloves • high visibility clothing • safety glasses • safety headwear and footwear • two-way radios
Information/documents may include:	• Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods (ADG) Code and Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods • award, enterprise bargaining agreement, and other industrial arrangements • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • emergency procedures • manufacturer specifications for equipment • operations manuals, job specifications and induction documentation including first aid manual • quality assurance procedures • relevant Australian Standards and certification requirements • relevant regulatory and/or code requirements for the management of emergencies • workplace procedures and policies for the management of emergencies including emergency response plan where applicable
Applicable regulations and legislation may include:	• Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including: - ADG Code

	- Australian and international codes for transporting explosives • Code of Practice for the Defined Interstate Rail Network in situations where emergencies occur on that network • Railways of Australia Code of Practices and Conditions for the Carriage of Dangerous Goods • relevant state/territory regulations, codes of practice and safe working system requirements for management of emergencies • relevant state/territory WHS/OHS and environmental protection legislation • workers compensation regulations • workplace relations regulations
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G: Teamwork

TLIG0001 Facilitate work teams	
Teams may be:	• drawn from across the organisation • new or long established • within a functional area
Team membership may be:	• changing on a regular basis • evolving within the overall context of change within the enterprise
Team members/leaders may include:	• English-speaking persons • multilingual staff • persons from a range of cultural backgrounds • persons with limited ability to communicate in English
Consultative processes may involve:	• customers/clients • management • manufacturers and suppliers • members and leaders of work teams • other employees and supervisors • other maintenance, professional or technical staff • relevant authorities • union representatives • work health and safety (WHS)/occupational health and safety (OHS) specialists
Diversity may include:	• age • culture • ethnicity • gender

	• gender identity • national origin • personal beliefs • physical ability or attributes • political beliefs • race • religion or ethical value systems • sexual orientation
TLIG0002 Lead a work team	
Work involves:	• completion of workplace activities as a leader of a work team
Team members may include:	• English-speaking persons • multilingual staff • permanent, part-time and/or casual staff • persons from a range of cultural backgrounds • persons with limited ability to communicate in English
Information/documentation may include:	• award, enterprise bargaining agreement, other industrial arrangements • emergency procedures • goods identification numbers and codes • legislation, regulations and related documentation • manifests, bar codes, goods and container identification • manufacturer specifications • quality assurance procedures • relevant codes of practice including the Codes of Practice for Manual Handling and the Industry Safety Code • safety data sheets (SDS)/material safety data sheets (MSDS) • standards and certification requirements • supplier and/or client instructions • workplace policies • workplace procedures, checklists and instructions
Applicable regulations and legislation may include:	• dangerous goods and freight regulations and codes • environmental protection regulations • equal employment legislation and related policies • 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
TLIG0003 Work effectively with others in a team	

Communication may involve the basic use of a range of communication technology including:	• electronic data interchange (EDI) • email • fax • internet • phone • radio
Information/documentation may include:	• award, enterprise bargaining agreement, other industrial arrangements • emergency procedures • goods identification numbers and codes • legislation, regulations and related documentation • manifests, bar codes, goods and container identification • manufacturer specifications • quality assurance procedures • relevant codes of practice including the Codes of Practice for Manual Handling and the Industry Safety Code • safety data sheets (SDS)/material safety data sheets (MSDS) • standards and certification requirements • supplier and/or client instructions • workplace policies • workplace procedures, checklists and instructions
Applicable regulations and legislation may include:	• dangerous goods and freight regulations and codes • environmental protection regulations • equal employment legislation and related policies • 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 Codes of Practice for Manual Handling and the Industry Safety Code
TLIG2007 Work in a socially diverse environment	
Cultural differences may include but are not limited to those of the following nature:	• age • disabilities • family-structure • language • race • sexual preference • special needs

Possible cultural differences may include but are not limited to:	• family obligations • forms of address • language spoken • levels of formality/informality • non-verbal behaviour • personal grooming • product preferences • recognised holidays • special needs • work ethics
Attempts to overcome language barriers may be made to:	• answer simple enquiries • describe goods and services • give simple directions • give simple instructions • meet and greet/farewell customers • prepare for, serve and assist customers
Outside organisations may include but are not limited to:	• appropriate government agencies • diplomatic services • educational institutions • interpretative services • local cultural organisations
Depending on the type of organisation concerned and the local terminology used, workplace plans/procedures may include:	• company plans/procedures • enterprise plans/procedures • established plans/procedures • organisational plans/procedures
Information/documents may include:	• documents that provide information on equal employment opportunity principles and obligations and anti-discrimination regulations • guideline documents on cultural differences and how to deal with them • workplace procedures
Applicable legislation may include:	• Australian and state/territory anti-discrimination legislation • Australian and state/territory equal opportunity legislation

H: Routine Planning and Navigation

TLIH0003 Prioritise courier delivery operations	
Equipment required to facilitate pick-up and delivery may include:	• lifting devices • packing materials • rollers • ropes • securing devices • tarpaulins • trolleys
Problems may include:	• changes in delivery and pick-up instructions • changing weather conditions • load requirements • road and traffic conditions • time of travel
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 Dangerous Goods (ADG) Code, explosives codes, 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 • manufacturer specifications for relevant equipment • operations manuals • quality assurance procedures • standards and certification requirements • supplier and/or client instructions • workplace procedures and policies for the prioritisation of courier/delivery operations
Applicable regulations and legislation may include:	• ADG Code, explosives codes, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail • relevant state/territory environmental protection legislation

	- relevant state/territory WHS/OHS legislation - state/territory roads and traffic authority road rule and licence requirements
TLIH0004 Identify major roads, services and attractions	
Map areas may include:	- country and regional areas - interstate locations - metropolitan areas
Tourist locations may include:	- main coastal attractions and landmarks (where relevant) such as bays, beaches, buildings, restaurants, look-out points, marinas and boat harbours - main tourist attractions in specified areas - significant cultural and arts centres and venues such as cultural centres, museums, art galleries, state library, concert halls, theatres - significant historical buildings in specified areas - sporting, entertainment and recreational venues such as horse racing venues, sporting venues and stadiums, theatres, entertainment centres, ballrooms, cinemas, casinos and gaming venues, river and coastal entertainment and recreational locations, main golf courses, show grounds, adventure and marine parks - tourist centres and major hotels/motels - vineyard districts (where relevant)
Public service locations may include:	- all main public hospitals, emergency entrances (and existing taxi ranks servicing the hospitals) - main police, ambulance and fire stations - main public parks and reserves such as botanical gardens, public parks and gardens, wetland areas, and nature reserves - major suburban shopping centres - public/secondary schools and tertiary education institutions
Transport interchanges may include:	- bus station interchanges - commuter and long-distance railway stations - domestic and international airports and terminals for private and commercial airplanes - sea and river ports, jetties and terminals
Communication in the work area may include:	- mobile and fixed phones - oral, aural or signed communications - radio
TLIH0005 Interpret road maps and navigate pre-determined routes	
Applicable regulations and legislation may include:	regulations and codes related to the transport of dangerous goods, explosives and hazardous materials

	relevant state/territory road rules and traffic Acts
Information/documents may include:	- competency standards and training materials - emergency procedures - maps and street directories - published information on route hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route - quality assurance procedures - route specifications - supplier and/or client route documentation - workplace procedures and policies
Map areas may include:	- country and regional areas - interstate locations - metropolitan areas
Routes will be pre-determined but may include:	alternative routes to accommodate contingency situations
TLIH0006 Plan and navigate routes	
This unit covers:	work of transport and distribution personnel involved in passenger services and/or the delivery of a range of possible goods and materials including valuables, secured products and documents and materials
Routes will be planned in accordance with:	workplace guidelines with the development, where required, of alternative routes to accommodate contingency situations
Resources used in route planning and navigation may include:	- booklets and other information on road restrictions, traffic patterns, etc. - broadcast information concerning traffic conditions, accidents, emergencies, weather, flooding, etc. - global positioning system (GPS) - map models/sketches - mapping websites - maps - street directories
Route criteria may include:	- potential hazards - potential road conditions - the availability of rest stops along the way - the class of vehicle involved - the type of load being carried - traffic conditions and flow

	workplace operating procedures and requirements
Potential hazards may include:	- accidents and emergencies - extreme weather conditions - height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route - security risks
Information/documents may include:	- competency standards and training materials - emergency procedures - instructions for the use of in-vehicle GPS systems - mapping websites - maps and street directories - published information on route hazards such as height, width and mass limitations of bridges, tunnels and other critical physical structures along a possible route - quality assurance procedures - route specifications - supplier and/or client route documentation - workplace procedures and policies
Applicable regulations and legislation may include:	- regulations and codes related to the transport of dangerous goods, explosives and hazardous materials - relevant state/territory road rules and traffic acts

I: Customer Service

TLI0005 Apply customer service skills

Requirements for work may include:	- authorities and permits - communications equipment - hours of operation - relevant domestic and international regulations - security procedures - site restrictions and procedures - use of safety and personal protective equipment (PPE)
Communications systems may involve:	- electronic data interchange (EDI) - email - face-to-face conversation - fax - mail

	• telephone
Documentation/records may include:	• competency standards and training materials • customer service manuals • emergency procedures • induction documentation • job specifications • manufacturer specifications, instructions and advice including safety data sheets (SDS)/material safety data sheets (MSDS) • operations manuals and instructions • quality assurance procedures • relevant Australian and international regulations, codes, standards and certification requirements • supplier and/or client instructions • work health and safety (WHS)/occupational health and safety (OHS) procedures • workplace operating procedures and policies • workplace procedures and customer service standards
Applicable regulations and legislation may include:	• Australian Dangerous Goods (ADG) Code and hazardous substances codes and regulations • relevant anti-discrimination legislation • relevant Australian and international standards and certification requirements • relevant freedom of information requirements • relevant privacy and confidentiality legislation • relevant state/territory and international regulations, codes and procedures • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation
TLI0006 Provide taxi customer service	
• In case of taxi drivers, if the original context of this unit changes i.e. moving from state to state or territory then the unit may be reassessed for certification.	
Customers may include:	• customers with routine and special requests • people from a range of social, cultural or ethnic backgrounds • people with varying physical and intellectual abilities, including those with sight and hearing impairments • regular and new customers
Customers with specific needs may include:	• children travelling alone or under supervision • devices designed to assist walking or otherwise improve the mobility of people with a mobility impairment

	• international visitors • parents with young children • people with crutches • people with foldaway wheelchair • people with physical and/or intellectual disabilities • people with specific cultural or language needs • pregnant women/nursing mothers • the elderly • various walking aids which can help people with impaired ability to walk • vision impaired
Difficult customer situations may include:	• abusive, racist or sexual encounters • aggressive customers • drug affected/intoxicated customers • fare evaders • graffiti in taxi cab by customer • lack of ability to speak English by passengers • lack of compliance with no smoking signs
Diversity may include:	• age • culture • ethnicity • gender • gender identity • national origin • personal beliefs • physical ability or attributes • political beliefs • race • religion or ethical value systems • sexual orientation
Requirements for dress code and personal grooming may include:	• conforming to company and regulatory requirements for driver appearance and presentation • maintaining personal grooming and hygiene at a standard that is acceptable to customers within the context of work • wearing a uniform or a standard of dress approved by the company
Workplace policies and procedures may include:	• customer service standards and procedures, including dealing with customer requests

	- industry, regulatory and company procedures for dealing with difficult customer situations - lost property procedures - quality assurance procedures - security and emergency procedures - security and emergency procedures codes
TLII0007 Provide assistance to customers with specific needs	
Mobility aids may include:	- devices designed to assist walking or otherwise improve the mobility of people with a mobility impairment - wheelchairs or mobility scooters for more severe disability or longer journeys which would otherwise be undertaken on foot - various walking aids which can help people with impaired ability to walk - a white cane and/or guide dog for blind or visually impaired - other aids which can help with mobility or transfer within a railway station building or where there are changes of level - low technology mechanical devices
TLII3003 Provide customer service in transport vehicles/vessels	
Type of vehicle/vessel may include:	all transport vehicles/vessels providing services to local and overseas customers that may involve commentaries, answers to questions, and resolution of problems and conflict situations, including coaches, buses, taxis, hire cars, trams, trains, and tourism vessels and ferries on both short or long journeys/voyages, as required
Equipment may include:	- public address (PA) audio devices - video players and videotapes - audiotape/CD players and tapes/CDs - interactive computer/video equipment
Information/documents may include:	- tourism industry codes of practice or recommended procedures - company instructions and customer service procedures - tourism information including pamphlets, brochures and booklets - video and audio cassettes and CDs
Applicable procedures and codes may include:	- relevant state/territory regulations concerning tourism and transport operations as they relate to customer service and safety in tourism vehicles/vessels - relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation
TLII3009 Provide on-board services to customers	
Operations may be conducted:	by day or night

	• in a range of weather conditions • in restricted spaces or exposed conditions or controlled or open environments
Equipment may include:	• communication equipment • computer software • office equipment • use in restricted spaces or exposed conditions or controlled or open environments
On-board service applies to:	• all internal, external and potential customers • all long-distance rail/coach/bus trips • all points of customer contact before, during and after the journey
Customers with special needs include:	• children travelling alone or under supervision • international visitors • physically and/or mentally disabled persons • pregnant women • the elderly
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:	• competency standards and training materials • customer requests • customer service standards and procedures • quality assurance procedures • security and emergency procedures • workplace policies and procedures
Applicable regulations and legislation may include:	• relevant state/territory environmental protection legislation • relevant state/territory transport regulations • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) regulations and legislation
TLII3010 Provide travel information to customers	
Public transport information may include:	• brochures and travel guides • concessions • emergency procedures • hours of operation • interchanges and connections • internet

	- lost property - ticket manual - tickets - timetables - transport maps
Mode of travel may include:	- bus - rail - taxi - tram
Destination may include:	- attractions - metropolitan - public facilities - venues
Documentation/records may include:	- brochures - relevant local government documents - operating procedures for the provision of travel information to customers - timetables
Applicable legislation, regulations and codes may include:	- relevant state or territory transport legislation and regulations - relevant trade practices legislation and regulations
TLI4001 Coordinate quality customer service	
Operations may be conducted:	- by day or night - in a range of work environments and weather conditions
Customers may be:	internal or external
Operations may be undertaken:	on- or off-base site or workplace
Coordination of workplace policies for the provision of customer service may include:	- delivery of services - level of service provision - scheduling of operations
Consultative processes may involve:	- clients - industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - local government authorities - management - other employees and supervisors - other professional or technical staff

	• union representatives
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
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
Information/documents may include:	• Australian Dangerous Goods (ADG) Code, Australian and international codes for transporting explosives, HAZCHEM codes and other regulations pertaining to the delivery of mail • award, enterprise bargaining agreement and other industrial arrangements • competency standards and training materials • customer service and quality assurance standards and procedures • emergency procedures • induction documentation • manufacturer specifications for relevant equipment • operations manuals • standards and certification requirements • supplier and/or client instructions • workplace procedures and policies
Applicable regulations and legislation may include:	• ADG Code, Australian and international codes for transporting explosives, HAZCHEM codes, and other relevant regulations • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation

	state/territory roads and traffic authority road rule and licence requirements
TLII5018 Manage customer service	
Appropriate systems may include:	- customer feedback/response - quality management
Customer service standards and plans may include:	- protocols to which staff are trained to provide consistent quality service - quality specifications - response times/delivery times
Documentation and records may include:	- customer surveys, lists of complaints, reports from staff in relation to customers - emergency procedures - quality assurance procedures
Applicable legislation and regulations may include:	- Australian legislation, regulations and codes of practice, including consumer protection legislation - workplace relations regulations

J: Quality

TLIJ0001 Apply grain protection measures	
Pest control activities may include:	- baiting - spraying - use of controlled fumigants
Fumigation inert gas may be for the purposes of:	- for meeting grain quality standards - treating identified pests
Hazards in the work area may include exposure to:	- 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
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)
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, labels and instructions for fumigants, chemicals and equipment • 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 • WHS/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 work health and safety (WHS)/occupational health and safety (OHS) legislation • workers compensation regulations

	workplace relations regulations, including equal opportunity, equal employment opportunity and affirmative action legislation
TLIJ0002 Implement grain monitoring measures	
Workplace environment may include movement of:	- equipment - goods - materials - products - vehicular traffic
Inspection/sampling processes may include:	- grain sieves - hand sampling - robes and spears - trapping - turning - visual inspection
Problems identified in commodities and facilities may include:	- damage or deterioration of storage facility - dead vertebrate pests in stored grain - inappropriate grain temperature and moisture levels - presence and activity of pests - presence of water or water damage - storm damage
Types of storage and environment may include:	- fixed and/or portable commodity handling equipment - haulage vehicles - permanent and/or temporary storage - rail loops - site buildings - site surroundings - walkways and access points in buildings and facilities
Hazards in the work area may include exposure to:	- 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
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)
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
TLIJ0003 Apply quality systems	
Quality improvement tools may include a range of techniques, including:	- client surveys - fault/problem analysis - monitoring of operational performance - product sampling and testing - trials of quality improvement initiatives
Information/documents may include:	- award, enterprise bargaining agreement, other industrial arrangements - emergency procedures - manifests, bar codes, goods and container information/serial number - manufacturer instructions concerning the use of equipment and/or materials - safety data sheets (SDS)/material safety data sheets (MSDS) - quality assurance procedures and standards - relevant Australian Standards and certification requirements - relevant codes of practice and regulatory requirements - standards and certification requirements - supplier and/or client instructions - work health and safety (WHS)/occupational health and safety (OHS) policy and procedures - workplace procedures and policies
Applicable regulations and legislation may include:	- Australian Dangerous Goods (ADG) Code and air freight regulations - ADG Code and associated regulations - relevant Australian Standards and certification requirements - relevant codes of practice and regulatory requirements - relevant export/import/quarantine/bond requirements - relevant patent or copyright arrangements - relevant state/territory environmental protection legislation - relevant state/territory WHS/OHS legislation - water and road use and licence arrangements - workers compensation regulations - workplace relations regulations
TLIJ2001 Apply quality procedures	
The operations may be conducted:	by day or night

	• in a range of typical weather conditions • 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 a range of work contexts and may include:	• controlled or open environments • exposed conditions • exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles • restricted spaces
Consultative processes may involve:	• industrial relations personnel • management • other professional or technical staff • other workplace personnel • union representatives • work health and safety (WHS)/occupational health and safety (OHS) specialists
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone • 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
Information/documents may include:	• award, enterprise bargaining agreement, other industrial arrangements • emergency procedures • manufacturer instructions concerning the use of equipment and/or materials • safety data sheets (SDS)/material safety data sheets (MSDS) • quality assurance procedures and standards • relevant Australian Standards and certification requirements • relevant codes of practice and regulatory requirements • standards and certification requirements

	• supplier and/or client instructions • WHS/OHS policy and procedures • workplace procedures and policies
Applicable regulations and legislation may include:	• Australian Dangerous Goods (ADG) Code and air freight regulations • ADG Code and regulations • relevant Australian Standards and certification requirements • relevant codes of practice and regulatory requirements • relevant export/import/quarantine/bond requirements • relevant patent or copyright arrangements • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • water and road use and licence arrangements • workers compensation regulations • workplace relations regulations
TLIJ3005 Sample, inspect and test products to specifications	
Sampling/testing operations may be conducted in a range of work contexts and may include:	• controlled or open environments • exposed conditions • exposure to chemicals, dangerous or hazardous substances and movements of equipment, goods and vehicles • restricted spaces
Information/documents may include:	• award, enterprise bargaining agreement, other industrial arrangements • emergency procedures • manufacturer instructions concerning the use of equipment and/or materials • safety data sheets (SDS)/material safety data sheets (MSDS) • quality assurance procedures and standards • relevant Australian Standards and certification requirements • relevant codes of practice and regulatory requirements • standards and certification requirements • supplier and/or client instructions • work health and safety (WHS)/occupational health and safety (OHS) policy and procedures • workplace procedures and policies
Applicable regulations and legislation may include:	• dangerous goods and air freight regulations • Australian Dangerous Goods (ADG) Code and regulations • relevant Australian Standards and certification requirements • relevant codes of practice and regulatory requirements

	• relevant export/import/quarantine/bond requirements • relevant patent or copyright arrangements • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • water and road use and relevant licence arrangements • workers compensation regulations • workplace relations regulations
TLIJ3006 Implement grain protection procedures	
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, products, materials and vehicular traffic
Pest control activities may include:	• baiting • fumigation • inert atmosphere operations • spraying • use of controlled and generally available substances
Fumigation inert gas may be:	• for the purposes of treating identified pests or for meeting grain quality standards. Application of fumigant inert gas includes the calculation of volumes and weight of stored grain
Hazards in the work area may include exposure to:	• 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

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)
Communication in the work area may include:	• electronic data interchange (EDI) • email/internet • fax • oral, aural or signed communications • phone • radio frequency systems
Consultative processes may involve:	• existing and potential customers/clients • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • maintenance, professional or technical staff • manufacturers of pesticides • supervisors and managers • suppliers and contractors • union representatives • workplace personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • established or standard procedures • organisational procedures • workplace procedures
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, labels and instructions for fumigants, chemicals and equipment • 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 - WHS/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
TLIJ5007 Conduct internal quality audits	
Work may be undertaken:	in various work environments in the sections of 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
Audits may cover:	aspects of services, products, risks, work systems and workplace
Quality audits may be conducted:	as part of enterprise, site or licence requirements
Audits may be conducted:	- alone or in conjunction with other staff from the enterprise - using external personnel
Hazards may include:	- confined spaces - contamination of, or from, goods/materials being transported/stored - fire/explosions - hazardous or dangerous materials/goods - moving vehicles - noise, light and energy sources - stationary and moving machinery, parts or components

Communication in the work area may include:	• barcode readers • electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone • radio frequency communications
Requirements for work may include:	• additional gear and equipment • authorities and permits • communications equipment • hours of operations • incident/accident breakdown procedures • noise restrictions • site restrictions and procedures • specialised lifting and/or handling equipment • systems and facilities for controlling storage environments • 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 • government instrumentalities • 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 • suppliers, potential customers and existing clients
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 workplace activities, including the ADG Code where applicable

	- communications technology equipment, oral, aural or signed communications - conditions of service, legislation and industrial agreements including workplace agreements and awards - emergency procedures - manufacturer specifications for equipment and environmental control systems - 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 and customer service 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 handling and storage advice - workplace operating procedures and policies
Applicable procedures and codes may include:	- equal opportunity, equal employment opportunity and affirmative action legislation - licence, patent or copyright arrangements - relevant Australian and international standards and certification requirements - relevant codes and regulations including ADG Code where applicable - 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

K: Technology

TLIK0002 Managing autonomous rail traffic operations by network control	
Definition of rail traffic	trains travelling in the railway network
Definition of network control	function responsible for managing train paths and issuing occupancy authorities
TLIK0003 Perform electronic data interchange to transmit documentation	

Security arrangements may include:	• encryption of data • controlled access • regulated transmission times
Transfer of data may include:	• interfaces between agents • authorities • brokers • clients • outposts
Requirements for work may include:	• data protocols and procedures • communications equipment • security clearances • incident/accident breakdown procedures • authorities and permits • hours of operations • relevant regulations
Communication in the work area may include:	• phone • electronic data interchange (EDI) • fax • email • internet • radio • oral, aural or signed communications
Information/documents may include:	• workplace procedures and policies for the use of computer equipment and software required for electronic data interchange (EDI) • manufacturer instructions concerning the use required computing equipment and software • goods identification numbers and codes • manifests, bar codes, goods and container identification/serial numbers • supplier and/or client instructions • safety data sheets (SDS)/material safety data sheets (MSDS) • relevant codes of practice • relevant legislation, regulations and related documentation • award, enterprise bargaining agreement, other industrial arrangements • relevant standards and certification requirements • quality assurance procedures

	• emergency procedures
Applicable regulations and legislation may include:	• local and international freight regulations • relevant Australian Standards and certification requirements • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation • relevant state/territory environmental protection legislation • workplace relations regulations • workers compensation regulations • Australian Dangerous Goods (ADG) Code and regulations
TLIK2003 Apply keyboard skills	
The operations may be conducted:	• in a range of work environments • by day or night • in a range of typical weather conditions
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Keyboards/keypads may be used in a range of work contexts, including	• in the workplace, warehouse or depot • in the business office • in a vehicle on the road • at a client's workplace
Keyboards/keypads may be used on a range of infotechnology equipment, including:	• computers • cash registers • calculators • electronic typewriters • various forms of data entry devices
Keyboard skills may be required to enter data via a range of work-based computer applications including:	• word processors • inventory control and stock management systems • electronic data interchange (EDI) systems • information databases and storage systems • invoicing and payment systems • manifests control systems • work organisation systems • internet browsers • computerised presentation software
Personnel in the work area may include:	• workplace personnel • site visitors • contractors

	• official representatives
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Information/documents may include:	• goods identification numbers and codes • manifests, bar codes, goods and container identification/serial number • manufacturer instructions concerning the use of keyboards/keypads • workplace procedures and policies for the use of computer equipment • supplier and/or client instructions • safety data sheets (SDS)/material safety data sheets (MSDS) • relevant codes of practice • relevant legislation, regulations and related documentation • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures
Applicable regulations and legislation may include:	• relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation • workplace relations regulations • workers compensation regulations
TLIK2010 Use infotechnology devices in the workplace	
The operations may be conducted:	• in a range of work environments • by day or night • in a range of typical weather conditions
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Work may be conducted:	• in a range of work contexts
Infotechnology equipment may include:	• bar code readers • CD-ROM drives • central processors • computer driven projectors • desktop computers • devices that have a primary function related to the collection, transfer, storage or processing of data

	• floppy disk drives • human interface device • keyboards • laptop computers • mobile phone • monitors • printers • radio frequency devices • touch screens • USB drives • visual display units • zip drives
Computer applications may include:	• word processing software • inventory control and stock management systems • electronic data interchange (EDI) systems • information databases and storage systems • invoicing and payment systems • manifests control systems • work organisation systems • networks including intranet/internet browsers • computerised presentation software • computerised control/monitoring systems
Personnel in the work area may include:	• workplace personnel • site visitors • contractors • official representatives
Communication in the work area may include:	• phone/mobile phones • electronic data interchange (EDI) • fax • email • internet • radio • oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures

Information/documents may include:	• goods identification numbers and codes • manifests, bar codes, goods and container identification/serial number • manufacturer instructions concerning the use computing equipment • workplace procedures and policies for the use of computer equipment • supplier and/or client instructions • safety data sheets (SDS)/material safety data sheets (MSDS) • relevant codes of practice • safe working or other notices • relevant legislation, regulations and related documentation • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation • relevant state/territory environmental protection legislation • workplace relations regulations • workers compensation regulations • Australian Dangerous Goods (ADG) Code and regulations
TLIK5006 Evaluate software requirements and hardware enhancements	
Work may be undertaken:	• in various work environments in the sections of the warehousing, storage, transport and distribution industries involved in the evaluation of computer software requirements and hardware enhancements
Customers may be:	• internal or external
Operations may be:	• by day or night
The workplace environment may involve:	• twenty-four-hour operation • single and multi-site location • large, medium and small workplaces
Services, products, risks, work systems and requirements:	• potentially vary in different sections of the enterprise
Customer and supplier contact and coordination:	• is a requirement of these operations

Computer systems may be used for but are not limited to:	• stock management • information storage • invoicing • payments • manifests • on-board systems • work organisation
Communication in the work area may include:	• phone • electronic data interchange (EDI) • fax • email • internet • radio frequency communications • barcode readers • oral, aural or signed communications
Consultative processes may involve:	• other employees and supervisors • suppliers and clients • computer specialists • software and hardware companies and distributors • users of similar systems/technology • management and union representatives • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • other maintenance, professional or technical staff
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Information/documentation may include:	• codes of practice and regulations relevant to the evaluation of computer software requirements and hardware enhancements • workplace operating procedures and policies • supplier and/or client instructions • operations manuals, job specifications and procedures and induction documentation • manufacturer specifications and instructions for computer equipment, and software • relevant Australian and International standards, criteria and certification requirements

	- communications technology equipment, oral, aural or signed communications - quality assurance standards and procedures - emergency procedures - relevant competency standards and training materials - quality assurance plans, data and document control - conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes may include:	- relevant codes and regulations for evaluation of computer software requirements and hardware enhancements - relevant Australian and international standards - relevant state/territory WHS/OHS and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors - licence, patent or copyright arrangements - relevant workplace relations legislation - relevant workers compensation legislation - equal opportunity, equal employment opportunity and affirmative action legislation