



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **PSPTRAN411 Provide information on vehicle configuration compliance**

**Release: 1**

## PSPTRAN411 Provide information on vehicle configuration compliance

### Modification History

| Release | TP Version | Comments         |
|---------|------------|------------------|
| 1       | PSP12V1    | Primary release. |

### Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to provide compliance information on vehicle configurations to transport industry clients. No licensing, legislative, regulatory or certification requirements are applicable to this unit at the time of publication.

### Application of the Unit

This unit applies to individuals in road transport regulatory roles who are required to explain the conditions and restrictions applying to vehicle configurations for the movement of loads. This requires a knowledge of legislation, conditions and restrictions on vehicle configurations and loads and the requirements for inspections and permits for particular vehicle configurations.

### Licensing/Regulatory Information

Not applicable.

### Pre-Requisites

Not applicable.

### Employability Skills Information

This unit contains employability skills.

### Elements and Performance Criteria Pre-Content

Elements are the essential outcomes of the unit of competency.

Together, performance criteria specify the requirements for competent performance. Text in ***bold italics*** is explained in the Range Statement following.

## Elements and Performance Criteria

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| 1) <b>ELEMENTS</b>                                             | 2) <b>PERFORMANCE CRITERIA</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 3) <b>1 Identify client information requirements</b>           | 4) 1.1 Clients are greeted in a professional and courteous manner in line with organisational protocols and any <b><i>special client circumstances</i></b> are established using communication suited to the particular client.<br>5) 1.2 <b><i>Effective communication techniques</i></b> are used to obtain information from transport industry clients about the loads to be moved, the intended origins and destination, vehicles and routes.<br>6) 1.3 <b><i>Communication difficulties</i></b> are managed or referred for assistance in line with organisational procedures.                                                |
| 7) <b>2 Provide detailed compliance information to clients</b> | 8) 2.1 <b><i>Types of configurations</i></b> and load requirements are explained in relation to the loads being moved.<br>9) 2.2 <b><i>Conditions and restrictions</i></b> are detailed for configurations, loads and dimensions in relation to the proposed loads and routes.<br>10) 2.3 Information is provided on any <b><i>requirements for inspections, permits and notices</i></b> in accordance with regulations of road traffic authorities.<br>11) 2.4 Information is provided in a <b><i>form</i></b> that suits the purpose and circumstances of the enquiry in accordance with organisational policies and procedures. |
| 12) <b>3 Confirm client understanding</b>                      | 13) 3.1 Confirmation is obtained that the client has received sufficient information to ensure compliance when determining vehicle configurations for particular loads.<br>14) 3.2 Client knowledge of inspection and permit requirements is confirmed in relation to the loads being moved.<br>15) 3.3 Confidentiality is maintained in accordance with organisational procedures and privacy requirements.                                                                                                                                                                                                                       |
| 16)                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## Required Skills and Knowledge

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

### Skill requirements

- communication skills to:
  - build rapport
  - elicit requirements
  - respect and respond to diversity
  - provide and explain information
  - clarify and confirm understanding
- problem solving skills to:
  - choose the form, content and amount of information to meet enquirer's needs and ensure compliance
- planning and organising skills to:
  - maintain up-to-date knowledge of compliance requirements
- literacy and numeracy skills to:
  - read complex legislation and regulations
  - interpret guidelines and design rules.
- self-management skills to:
  - maintain a professional manner
  - show courtesy and respect
  - deal with difficult situations
- computer technology skills to:
  - access up-to-date information

### Knowledge requirements

- types of vehicle configurations
- conditions and restrictions on configurations, dimensions, loads and network access
- requirements for inspections and permits
- conditions for Performance Based Standards (PBS) assessed vehicles
- client service standards
- public sector legislation and codes of practice particularly those dealing with privacy, diversity, environmental and occupational health and safety requirements

## Evidence Guide

The Evidence Guide specifies the evidence required to demonstrate achievement in the unit of competency as a whole. It must be read in conjunction with the Unit descriptor, Performance Criteria, the Range Statement and the Assessment Guidelines for the Public Sector Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms consistency of performance in providing information on vehicle configuration compliance.

This will include evidence of:

- providing accurate compliance information on at least three actual or simulated occasions for three different situations/contexts including dealing with at least one difficult client and one complex information request
- adhering to legal, ethical and organisational requirements relating to the provision of compliance information

### **Context of and specific resources for assessment**

Assessment must ensure access to a real or simulated workplace environment that closely resembles normal work practice and replicates the range of conditions likely to be encountered while providing vehicle configuration information, including coping with difficulties, irregularities and breakdowns in routine.

Access is required to resources such as:

- applicable legislation, policies and procedures
- case studies and workplace scenarios to capture the range of requirements for situations likely to be encountered
- state/territory guidelines on compliance requirements for vehicle configurations and operating conditions

### **Method of assessment**

Assessment methods suitable for valid and reliable assessment of this unit of competency may include, but are not limited to, a combination of 2 or more of:

- case studies
- demonstration
- observation
- written or oral questions
- scenarios
- simulation or role plays
- authenticated evidence from the workplace and/or training courses

### **Guidance information for assessment**

Assessment methods should reflect workplace demands, such as literacy, and the needs of particular groups, such as:

- people with disabilities

- people from culturally and linguistically diverse backgrounds
- Aboriginal and Torres Strait Islander people
- women
- young people
- older people
- people in rural and remote locations

## Range Statement

The Range Statement provides information about the context in which the unit of competency is carried out. The variables cater for differences between States and Territories and the Commonwealth, and between organisations and workplaces. They allow for different work requirements, work practices and knowledge. The Range Statement also provides a focus for assessment. It relates to the unit as a whole. Text in ***bold italics*** in the Performance Criteria is explained here.

|                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <p><b><i>Special client circumstances</i></b> may include:</p>       | <ul style="list-style-type: none"> <li>• communication difficulties</li> <li>• English language barriers</li> <li>• emotional state eg irritability, anger, threatening behaviour</li> <li>• diversity factors such as:               <ul style="list-style-type: none"> <li>• disability</li> <li>• gender</li> <li>• age</li> <li>• cultural, racial or religious background</li> <li>• social or personal factors</li> </ul> </li> </ul>                                                                                                                                                                                      |
| <p><b><i>Effective communication techniques</i></b> may include:</p> | <ul style="list-style-type: none"> <li>• verbal and non-verbal language and tone suited to the specific client eg:               <ul style="list-style-type: none"> <li>• using plain English</li> <li>• being calm and professional in the face of difficulties</li> </ul> </li> <li>• active listening</li> <li>• repeating information back</li> <li>• asking for clarification</li> <li>• summarising</li> <li>• re-phrasing</li> <li>• using emotional intelligence</li> <li>• ensuring all information from the client is correct before providing compliance advice</li> <li>• communication aids where needed</li> </ul> |
| <p><b><i>Communication difficulties</i></b> may include:</p>         | <ul style="list-style-type: none"> <li>• language or accent</li> <li>• misinformation</li> <li>• misunderstandings</li> <li>• previous experience in obtaining compliance information</li> <li>• emotions including anger</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                             |
| <p><b><i>Types of configurations</i></b> may include:</p>            | <ul style="list-style-type: none"> <li>• agricultural vehicles</li> <li>• special purpose vehicles:               <ul style="list-style-type: none"> <li>• mobile cranes</li> <li>• concrete pumpers</li> <li>• drill rigs</li> <li>• plant</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                               |

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|  | <ul style="list-style-type: none"><li>• towed special purpose vehicle trailers</li><li>• rigid vehicles</li><li>• rigid vehicle and trailer combinations</li><li>• articulated vehicles</li><li>• combinations consisting of a prime mover and a semi-trailer:<ul style="list-style-type: none"><li>• dolly</li><li>• low loader</li><li>• platforms</li></ul></li><li>• b-doubles and road trains</li><li>• innovative vehicles</li><li>• Performance Based Standards (PBS) assessed vehicles</li></ul> |
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| <p><b>Conditions and restrictions</b> may include:</p>                       | <ul style="list-style-type: none"> <li>• restricted routes</li> <li>• travel restrictions for: <ul style="list-style-type: none"> <li>• time of day</li> <li>• weekday travel</li> <li>• weekend and public holiday travel</li> <li>• Christmas holiday period</li> <li>• weather conditions</li> <li>• road conditions</li> </ul> </li> <li>• restricted access vehicles</li> <li>• additional width restrictions</li> <li>• pilot and/or escort vehicle requirements</li> <li>• warning devices requirements</li> <li>• minimum required axle spacings</li> <li>• check weighs</li> <li>• roadside inspections</li> <li>• load restraint requirements</li> <li>• assistance from another authority such as Police, Local Government, Power and Water</li> </ul> |
| <p><b>Requirements for inspections, permits and notices</b> may include:</p> | <ul style="list-style-type: none"> <li>• travel on restricted roads</li> <li>• travel through critical locations</li> <li>• general operating requirements: <ul style="list-style-type: none"> <li>• load limits</li> <li>• high loads</li> <li>• rear-end steering</li> </ul> </li> <li>• agricultural vehicles</li> <li>• livestock carrying vehicles</li> <li>• road-going earthmoving equipment</li> <li>• vehicle transporters</li> <li>• special purpose vehicles</li> <li>• combination vehicles</li> <li>• rear overhang limits</li> <li>• additional height limits</li> <li>• over-mass permits conditions</li> </ul>                                                                                                                                    |
| <p><b>Form</b> may include:</p>                                              | <ul style="list-style-type: none"> <li>• oral</li> <li>• written</li> <li>• included on permit or notice</li> <li>• email</li> <li>• letter</li> <li>• formal, where actual load movement is being discussed</li> <li>• less formal where possibilities are being put forward</li> <li>• website link</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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|  | <ul style="list-style-type: none"><li>• printed guidelines, brochures, fliers etc</li></ul> |
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**Unit Sector(s)**

Not applicable.

**Competency field**

Road Transport Compliance