



Australian Government

TLI22321 Certificate II in Rail Customer Service

Release 2

TLI22321 Certificate II in Rail Customer Service

Modification History

Release 2. This is the second release of this qualification in the TLI Transport and Logistics Training Package:

- Imported units updated.

Release 1. This is the first release of this qualification in the TLI Transport and Logistics Training Package.

Qualification Description

This is a qualification for a person engaged in operations within the rail customer service environment undertaking a range of tasks involving known routines and procedures, and taking some responsibility for the quality of work outcomes.

Job roles

The qualification is aligned to the following defined roles:

- booking clerk
- customer service attendant/assistant
- passenger service officer
- station assistant/officer
- train buffet operator
- train conductor.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total of **12 units** of competency comprising:

7 core units listed below, **plus**

5 general elective units from the **general elective units** listed below.

Up to **2 of the general elective units** may be selected from any relevant nationally endorsed Training Package. The general elective units must contribute to the vocational outcomes of the qualification.

Where imported units are selected, care must be taken to ensure that all prerequisite units

specified are complied with.

Core units

TLIB3118	Apply awareness of railway fundamentals
TLIE0002	Process workplace documentation
TLIE1003	Participate in basic workplace communication
TLIE2007	Use communications systems
TLIF0025	Follow work health and safety procedures
TLIG0003	Work effectively with others in a team
TLII3022	Provide customer service in rail operations

General elective units

BSBOPS203	Deliver a service to customers
CHCCCS020	Respond effectively to behaviours of concern
HLTAID010	Provide basic emergency life support
HLTAID011	Provide First Aid
SITHFAB021	Provide responsible service of alcohol
SITXFSA005	Use hygienic practices for food safety
TLIB0015	Clean transportation units and facilities for passenger use
TLIC0016	Identify and respond to signals and trackside signs
TLID0020	Shift materials safely using manual handling methods
TLIE0009	Carry out basic workplace calculations
TLIF0008	Apply safety critical communications in the rail environment
TLIF0020	Safely access the rail corridor
TLIF2006	Apply accident-emergency procedures
TLIF2010	Apply fatigue management strategies
TLIF2018	Operate firefighting equipment
TLIF2062	Apply awareness of safeworking rules and regulations

TLIG2007	Work in a socially diverse environment
TLII0007	Provide assistance to customers with specific needs
TLII2015	Operate the on-train buffet car
TLIK2003	Apply keyboard skills
TLIK2010	Use infotechnology devices in the workplace
TLIL2048	Prepare for train departure
TLIO0005	Provide revenue protection measures
TLIP0002	Advise on and construct fares for customers
TLIP0003	Ensure the confidentiality, privacy and security of customer information
TLIU2012	Participate in environmentally sustainable work practices

Qualification Mapping Information

This qualification replaces but is not equivalent to TLI22318 Certificate II in Rail Customer Service.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>