



Australian Government

TLI33122 Certificate III in Rail Customer Service

Release 1

TLI33122 Certificate III in Rail Customer Service

Modification History

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

Qualification Description

This is a qualification for a person who is engaged in the rail customer service environment.

They may perform a broad range of skilled applications in a wide variety of contexts, which may involve application of some discretion and judgement in selecting equipment, services or contingency measures. It may also include responsibility for coordinating the work of others.

This qualification is aligned to the following defined roles:

- passenger service officer
- senior customer service assistant/officer
- station manager
- station officer
- 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:

6 core units listed below, **plus**

1 elective unit from Group A Work health and safety, **plus**

5 general elective units from Group B 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

SITXCOM010	Manage conflict
TLIB3118	Apply awareness of railway fundamentals
TLIE3022	Complete workplace documents
TLIF3085	Apply local incident response procedures
TLIG3003	Apply positive behaviours in the workplace
TLII3022	Provide customer service in rail operations

Group A: Work health and safety

TLIF0025	Follow work health and safety procedures
TLIF3003	Implement and monitor work health and safety procedures

Group B: General elective units

BSBOPS304	Deliver and monitor a service to customers
BSBPEF301	Organise personal work priorities
HLTAID010	Provide basic emergency life support
HLTAID011	Provide First Aid
PUAFER005	Operate as part of an emergency control organisation
TLIB0007	Respond and rectify rail traffic autonomous operations
TLIC0005	Close down rail traffic from autonomous operations
TLIC0006	Set up rail traffic for autonomous operation
TLIC0016	Identify and respond to signals and trackside signs
TLIF0008	Apply safety critical communications in the rail environment
TLIF0015	Recognise the impact of human capabilities/limitations on human performance in a rail environment
TLIF0020	Safely access the rail corridor
TLIF0027	Perform lookout duties
TLIF2010	Apply fatigue management strategies

TLIF2062	Apply awareness of safeworking rules and regulations
TLIF3058	Apply safeworking rules and regulations to rail functions
TLIG0002	Lead a work team
TLIL3072	Operate signal panel or equipment
TLIO0004	Maintain security of railway property and revenue
TLIO0005	Provide revenue protection measures
TLIO3012	Manage disruptive and/or unlawful behaviour
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
TLIW2037	Clip and secure points

Qualification Mapping Information

This qualification replaces is equivalent to TLI33121 Certificate III 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>