



**Australian Government**

# **TLIB0009 Provide first-level rail network wayside technical support remotely**

**Release: 1**

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## **Modification History**

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

## **Application**

This unit involves the skills and knowledge required to provide first-level rail network wayside system technical support remotely.

It includes determining the rail user, wayside system being used and identifying faults. It also includes proving resolution of issue, whilst maintaining effective communications.

This unit applies to a technically competent or experienced person who, while working under a level of supervision, has responsibility in a frontline technical support capacity to exercise discretion and judgement using appropriate rail wayside knowledge to provide technical assistance and remote help desk support to rail users.

### **Job Role:**

Job roles and titles vary across different rail sectors. Possible job titles relevant to this unit include:

- asset help.

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

## **Pre-requisite Unit**

Not applicable.

## **Competency Field**

B - Equipment Checking and Maintenance

## **Unit Sector**

Rail sector.

## Elements and Performance Criteria

### ELEMENTS

### PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

#### **1 Determine the rail user support issue**

**1.1** Eligibility status of the rail user experiencing difficulties is determined in accordance with workplace procedures

**1.2** Wayside system fault is clarified with rail user using active listening and questioning techniques

**1.3** Safety and environmental hazards are identified, risks assessed and control measures implemented in accordance with regulator and workplace procedures

**1.4** Nature of the wayside system fault is confirmed using technical language that is appropriate for the rail user

#### **2 Identify the rail wayside system being used by the rail user**

**2.1** Application of rail wayside system being used by the rail user is identified and confirmed

**2.2** Wayside system function, location and the stage of the process they have reached is identified, using active listening and questioning techniques

**2.3** Rail user is stepped back to the beginning of the process using plain language and effective problem-solving process

**2.4** Rail user is walked through the problem-solving process in a clear and logical manner

#### **3 Confirm resolution of rail user support issue**

**3.1** Factors that may have created the wayside fault are determined, described and eliminated in accordance with effective problem-solving process and workplace procedures

**3.2** Wayside system recovery is explained and the rail user is guided through the appropriate resolution process for the identified issue

**3.3** Sufficient instructions are provided to the rail user to enable effective handling and resolution of the wayside issue, if it recurs

**3.4** Next level escalation is offered, if the rail user request is

not possible to resolve under current circumstances

3.5 Rail wayside issue resolution and actions taken are documented in accordance with workplace procedures

#### **4 Maintain effective communications**

4.1 Resolution of wayside system fault is confirmed with rail user in accordance with workplace procedures

4.2 Rail user satisfaction with the current service is confirmed in accordance with workplace procedures

4.3 Supplementary support or follow-up actions are discussed in accordance with workplace procedures

4.4 Relevant rail wayside records are completed and required follow-up actions recorded in accordance with workplace procedures and requirements

## **Foundation Skills**

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

## **Range of Conditions**

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

## **Unit Mapping Information**

This is a new unit. No equivalent unit.

## **Links**

Companion Volume Implementation Guides are found in VETNet -

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

# **Assessment Requirements for TLIB0009 Provide first-level rail network wayside technical support remotely**

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## **Performance Evidence**

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least two separate occasions and include:

- demonstrating technical customer service skills
- identifying the rail user wayside system fault and technical support required
- making decisions based on evaluation of faults, defects, deficiencies and operational capabilities
- obtaining rail user feedback and documenting problem resolution
- reading and interpreting relevant instructions, wayside technical manuals, workplace procedures and manufacturer specifications
- resolving first-level rail user support fault remotely using effective problem-solving process.

## **Knowledge Evidence**

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- effective problem-solving process
- environmental hazards and appropriate remedial actions that should be taken
- key features of first-level technical support policies and procedures
- operational requirement of rail network wayside system
- rail user support procedures of limited complexity related to known or commonly used options
- range of contexts where escalation procedures are required
- typical wayside minor repair problems that can occur, and appropriate remedial actions that should be taken
- work health and safety (WHS)/occupational health and safety (OHS) procedures related to the rail safety work environment and safety management system (SMS) requirements.

## **Assessment Conditions**

Assessors must hold credentials specified within the Standards for Registered Training

Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or other simulations
- applicable documentation, including workplace procedures, emergency response plan, regulations, codes of practice and operation manuals.

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