



Australian Government

Assessment Requirements for TLIC3035 Manage the operation of a tow truck

Release: 2

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Modification History

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

- Minor changes to unit Application
- Minor changes to Performance Criteria
- Minor changes to Performance Evidence
- Minor changes to Knowledge Evidence
- Minor changes to Assessment Conditions.

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

Performance Evidence

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

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace policies and procedures
- communicating effectively with others
- completing relevant documentation
- identifying, selecting, and using relevant equipment, processes and procedures
- modifying activities and taking appropriate initiative depending on towing contexts, risk situations and environments
- providing information on towing services and their features
- reading and interpreting relevant instructions, procedures, regulations, signs, charts, maps and labels
- recognising problems and taking appropriate action
- recognising symptoms of fatigue and taking appropriate action
- using required personal protective equipment correctly, including operating portable fire-extinguishers
- working safely and collaboratively with others.

Knowledge Evidence

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

- causes and effects of fatigue on drivers, including:
 - factors that increase fatigue-related accidents
 - lifestyles that promote strategies and techniques to manage on-road fatigue
 - strategies and techniques to manage on-road fatigue
- emergency procedures for operating a tow truck, including using portable fire-extinguishers
- map reading and road navigation techniques relevant for area of tow truck operations, including:
 - factors that may cause traffic delays and diversions and related action that can be taken by a driver
- pre-operational checks carried out on a tow truck and its towing equipment and related actions that should be taken
- records and documentation requirements for tow truck operations and procedures for their completion
- relevant state/territory road traffic authority road rules and related regulations relevant state/territory road traffic authority towing permit and licence requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- tow truck controls, instruments and indicators, and their use
- tow truck handling procedures with and without a tow or load, including:
 - differences between transmission types on various types of tow trucks and the implications for driving techniques
 - driving hazards and related defensive driving techniques
 - efficient driving techniques
 - engine power management and safe driving strategies
 - principles of stress management when driving a tow truck
- workplace driving and operational instructions.

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 access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE)

currently used in industry

- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

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