



Australian Government

TLIC3035 Manage the operation of a tow truck

Release: 2

TLIC3035 Manage the operation of a tow truck

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.

Application

This unit involves the skills and knowledge required to manage the operation of a tow truck.

It includes carrying out pre-operational checks on a tow truck, driving a tow truck carrying/towing a load, operating ancillary equipment, and completing documentation.

Persons achieving competence in this unit will need to fulfil the applicable legislation and relevant regulations covering the operation of a tow truck and related equipment, including tow truck regulations, road rules, load restraint regulations, work health and safety (WHS)/occupational health and safety (OHS) regulations and environmental protection requirements.

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

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

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

1 Carry out pre-operational tow truck checks

- 1.1** Pre-operational tow truck checks are carried out in accordance with government regulations, manufacturer requirements, workplace policies and procedures
- 1.2** Hazards are identified, risks are assessed and control measures implemented
- 1.3** Faults and defects identified during checks are repaired or reported in accordance with workplace procedures
- 1.4** Checks are made to ensure vehicle or load being towed or carried is secured in accordance with tow truck operational practice and regulatory requirements

2 Drive a tow truck carrying or towing a vehicle or other load

- 2.1** Tow truck is manoeuvred in accordance with established towing practices, regulations/permit requirements for vehicle class involved, and vehicle being towed or load being carried
- 2.2** Appropriate defensive driving techniques are applied for prevailing road, traffic and weather conditions
- 2.3** Tow truck is driven along appropriate routes in accordance with relevant codes, government regulations and workplace policies
- 2.4** Vehicle or load is transported, and vehicle is manoeuvred in accordance with required precautions relating to unusual/special characteristics of load and/or relevant government special load regulations
- 2.5** Signs or indicators are fixed to vehicle, as required
- 2.6** In a driving emergency, appropriate procedures are followed taking into account vehicle being towed or load being carried
- 2.7** Symptoms of fatigue are recognised and appropriate fatigue management strategies are applied during towing operations

3 Operate ancillary tow truck equipment

- 3.1** Visual check of internal and external condition of tow truck ancillary equipment is carried out in accordance with workplace procedures
- 3.2** Towing equipment is tested to ensure it functions correctly in

accordance with manufacturer specifications

- 3.3 Towing equipment is operated in accordance with manufacturer specifications and regulatory requirements
 - 3.4 Towing operation attachment points and weight of vehicle being towed, or load being carried are checked to ensure they are consistent with established towing practice, regulatory requirements and permissible safe working loads for tow truck and its associated towing equipment
- 4 **Complete documentation**
 - 4.1 Records of tow truck operations and related maintenance of tow truck and ancillary equipment are kept in accordance with workplace procedures
 - 4.2 All forms and official record requirements for towing operations are completed in accordance with regulatory requirements and workplace procedures

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 TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIC3035A Manage the operation of a tow truck.

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 TLIC3035 Manage the operation of a tow truck

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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

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