



Australian Government

TLIF4109 Communicate effectively to coordinate incident response procedures

Release: 2

TLIF4109 Communicate effectively to coordinate incident response procedures

Modification History

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

- Minor word added to PC 1.1 and PC 7.2
- Minor statement changes in 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 communicate effectively to coordinate incident response procedures in accordance with organisational procedures.

It includes responding to the incident, coordinating incident responses, communicating effectively and completing follow-up actions.

Work must be carried out in compliance with emergency management plans and workplace procedures about action to be taken in an emergency, incident, fire or accident.

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

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Rail sector.

Elements and Performance Criteria

Elements describe the essential outcomes.

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

1	Respond to reported incidents	1.1	Details of incidents are identified, received, analysed, confirmed and prioritised
		1.2	Immediate coordination requirements are identified and actioned in accordance with organisational procedures
2	Coordinate incident response activities	2.1	Control and/or coordination of incident response activities is assumed and all relevant personnel and other authorities are informed of this action
		2.2	Assistance to be provided to clients and operators is arranged within duty of care limitations and organisational requirements
		2.3	Assistance is provided to relevant authorities in accordance with organisational policies and legislative requirements
		2.4	Information is collected and passed on to relevant personnel/stakeholders in accordance with workplace procedures
3	Convey complex information	3.1	Complex information is conveyed clearly and accurately
		3.2	Recipient understanding of information is monitored and mode of communication is adjusted appropriately
		3.3	Interaction is monitored to ensure it is consistent with the urgency of the situation in accordance with organisational policies and procedures
4	Communicate with relevant personnel	4.1	Information is conveyed clearly and clarified when requested by other parties
		4.2	Requirements are communicated clearly and in a manner that reflects an appropriate level of authority
		4.3	Direction, advice and assistance is sought as required and is followed as appropriate to the situation
		4.4	Difficulties in communication are recognised and resolved using appropriate

			communication skills and techniques
		4.5	Roles and authority of relevant personnel involved in the situation are clarified and respected
5	Overcome barriers to communication	5.1	Barriers to effective communication are identified by continuous monitoring of the situation
		5.2	Situational needs are identified, clarified and confirmed using appropriate communication skills and techniques
		5.3	Conflict and potential for conflict are dealt with in a manner that prevents escalation
6	Communicate as a team	6.1	Handover/takeover is performed and full details are communicated to/received from other team members to ensure continuity of incident response
		6.2	Team member communications are acknowledged as received and understood
		6.3	Observations are verbalised to team members
		6.4	Inquiries are made of team members to clarify information required to provide continued incident response
7	Complete follow-up actions	7.1	Details of incident are collected, recorded and managed in accordance with organisational procedures
		7.2	Contribution is made to debrief or follow-up actions or process and recommendations are prepared and submitted as required

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.

Unit Mapping Information

This unit replaces and is equivalent to TLIF4109A Communicate effectively to coordinate incident response procedures.

Links

Companion Volume implementation guides are found in VETNet -

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