



Australian Government

Assessment Requirements for TLIH0002 Implement effective contingency planning

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.

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:

- analysing critical issues of contingency plan and implementing possible rectifications
- applying effective communication techniques with relevant stakeholders
- assessing impact of delays related to delivery service including:
 - accidents/incidents
 - congestion
 - double booking
 - fatigue
 - mechanical failures
 - obtaining regulatory permits
 - weather
- consulting and clarifying with relevant stakeholders on contingency plan
- determining appropriate resourcing requirements
- developing and implementing contingency plan
- developing lists of alternatives and recovery options
- evaluating and prioritising actions within the contingency plan
- identifying and determining external delays due to weather, incorrect customer information and road conditions
- identifying and determining internal delays due to accidents, double booking and driver absenteeism
- identifying cost constraint factors affecting commercial requirements
- identifying hazards and applying risk control methods
- identifying and following procedures in relation to obtaining permits
- planning and prioritising issues identified to minimise company brand/reputation impact and recovery of delivery service
- monitoring plan to ensure rectification of identified issues
- reporting of outcomes taken to implement plan
- reporting of plan to relevant person/s regarding required review and amendments to current workplace procedures
- reviewing contingency plan based on feedback from stakeholders and documenting actions

taken

- reviewing resources required for contingency plan
- submitting workplace documentation regarding permits and regulatory requirements
- testing of contingency plan with stakeholders via effective communication processes.

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:

- business contract specifications and cost constraints
- effective communication techniques
- contingency suppliers and repairers on route
- continuous improvement techniques
- impact of issues and problems on delivery service and safety of driver
- issues impacting company brand/reputation
- job/task specifications relevant to stakeholders
- permit requirements
- relevant 3rd parties and inhouse people that maybe impacted by contingency planning
- relevant occupational health and safety (OHS)/work health and safety (WHS)/occupation safety and health (OSH) regulations
- relevant potential issues impacting delivery service
- relevant regulatory requirements
- relevant risk mitigation processes
- risk analysis techniques
- route variations
- stakeholder requirements
- workplace procedures.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations current at the time of assessment.

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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.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice 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>