



Australian Government

TLIH0002 Implement effective contingency planning

Release: 1

TLIH0002 Implement effective contingency planning

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 implement effective contingency planning within the transport industry.

It includes identifying issues and problems that impact delivery service, evaluating and developing recovery strategies and implementing contingency plans ensuring delivery service is maintained within business specifications and cost constraints.

Work is performed under minimal supervision.

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

Pre-requisite Unit

Not applicable.

Competency Field

H - Route Planning and Navigation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify issues and problems that impact delivery service

PERFORMANCE CRITERIA

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

- 1.1** Potential internal and external issues that impact the delivery service of goods, cargo and the company brand are identified in accordance with workplace procedures
- 1.2** Potential impact of associated issues/problems to

		delivery service relating to safety of driver and relevant people are identified in accordance with workplace procedures
	1.3	Work health and safety (WHS)/occupational health and safety (OHS)/occupational safety and health (OSH) regulatory and permit requirements for job/work specifications are identified and submitted in accordance with workplace procedures and regulatory requirements
	1.4	Cost constraints affecting commercial requirements are identified in accordance with workplace procedures
	1.5	Associated issues are identified and prioritised in relation to the impact on delivery service and company brand in accordance with workplace procedures
2	Evaluate and develop recovery strategy	
	2.1	Contingency possibilities are aligned to rectification of critical issues identified in accordance with regulatory requirements, commercial requirements, job specification and workplace procedures
	2.2	Contingency risk mitigation alternatives and recovery options are evaluated against job specifications, route variations from supplier and cost constraints in accordance with regulatory requirements, commercial requirements and workplace procedures
	2.3	Contingency plan for rectification is developed ensuring adequate risk safeguards and appropriate resources are in place in accordance with workplace procedures
3	Implement contingency plan	
	3.1	Contingency plan is tested after consultation and clarification, and any rectification is undertaken in accordance with regulatory requirements and workplace procedures
	3.2	Contingency plan is submitted to relevant person/s for approval in accordance with workplace procedures
	3.3	Contingency plan procedure is implemented and communicated in accordance with workplace procedures
	3.4	Contingency plan is monitored to ensure rectification of service is maintained within business specifications and cost constraints in accordance with workplace procedures
4	Document, review and report on contingency	
	4.1	All resources required for contingency plan action are reviewed in accordance with business specifications,

plan

cost constraints and workplace procedures

- 4.2** Contingency plan improvement actions in development and implementation of the plan are documented and outcomes reported to relevant person/s in accordance with workplace procedures
- 4.3** Continuous improvement strategy is undertaken via review of operational procedures and amending in line with contingency actions undertaken in accordance with 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 may 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 TLIH0002 Implement effective contingency planning

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.

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