



Australian Government

Assessment Requirements for TLIH0003 Prioritise courier delivery operations

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 of the requirements of the elements and performance criteria on at least one occasion and include:

- calculating the size, shape and special delivery requirements of articles
- communicating and working effectively with others when prioritising courier operations
- completing documentation related to prioritising courier operations
- identifying and operating equipment required when coordinating courier operations
- interpreting and following operational instructions and prioritising work
- interpreting instructions, procedures, information and labels relevant to courier operations
- operating communications equipment to required protocol
- reporting and/or rectifying identified problems promptly in accordance with workplace procedures
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- housekeeping standards and procedures
- methods and strategies for prioritising courier operations
- policies and procedures for the security of goods
- relevant legislation, regulations, industry guidelines, workplace procedures and policies for coordinating and prioritising courier operations
- relevant state/territory mass and loading regulations
- requirements of courier work systems and operations, and relevant equipment
- risks in courier operations and related precautions to control these risks
- scheduling requirements and monitoring techniques.

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:

- 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>