



Australian Government

TLIH0003 Prioritise courier delivery operations

Release: 1

TLIH0003 Prioritise courier delivery operations

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 prioritise courier delivery operations.

It includes identifying, planning and preparing work requirements; undertaking work; adjusting to changing priorities; and completing work activities to operational requirements.

Work is generally performed under indirect 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 work requirements

PERFORMANCE CRITERIA

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

- 1.1 Work requirements and specific customer requirements are interpreted and clarified
- 1.2 Pick-up and delivery points are located according to site traffic management plan
- 1.3 Size, weight and configuration of materials as well as any

	special handling requirements to be couriered are identified and communicated to relevant personnel
	1.4 Equipment required to facilitate pick-up and delivery is identified and communicated
2 Plan and prepare for work	2.1 Work is planned based on an analysis of distance, travel times, customer requirements, resource implications and known priorities
	2.2 Planned steps and outcomes are checked to ensure conformity with instructions and work requirements
	2.3 Work sequence is identified and relayed to relevant personnel
	2.4 Required resources are identified and allocated
3 Undertake work operations	3.1 Work operations are undertaken as planned and within operator and equipment operating capacity
	3.2 Pick-up and delivery of client's requirements is undertaken in accordance with workplace quality procedures
4 Adjust to changing work priorities	4.1 Work plan or route is adjusted or modified to meet changing priorities and circumstances
	4.2 Changes to work plan are communicated to relevant personnel
5 Complete work operations	5.1 Documentation is completed in accordance with workplace procedures
	5.2 Operational capacity of equipment is checked and returned to storage area and post-operational checks are conducted in accordance with equipment log prior to return to designated area

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 TLIH2003 Prioritise courier/delivery operations.

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 TLIH0003 Prioritise courier delivery operations

Modification History

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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.

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