



Australian Government

TLIH2003 Prioritise courier/delivery operations

Release: 1

TLIH2003 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 or delivery operations in compliance with relevant regulations, as part of work undertaken within the transport and logistics industry.

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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Identify work requirements	1.1 Work requirements and specific customer requirements interpreted and clarified as required
	1.2 Pick-up and delivery points are located
	1.3 Size, weight and configuration of materials to be couriered are identified

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| | 1.4 Equipment required to facilitate pick-up and delivery is identified |
| 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 base as required |
| | 2.4 Required resources are selected |
| 3 Undertake work operations | 3.1 Work operations are undertaken in accordance with plan and quality requirements, and within operator and equipment operating capacity |
| | 3.2 Difficulties or uncertainties occurring during operations are identified and alternative strategies are determined |
| | 3.3 Pick-up and delivery of materials 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 relayed to base |
| 5 Complete work operations | 5.1 Work operations are reviewed to ensure outcomes have met customer requirements and workplace quality outcomes |
| | 5.2 Workplace documentation is completed |
| | 5.3 Operational capacity of equipment is checked and returned to storage area as required |
| | 5.4 Security of goods is maintained in accordance with enterprise 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 can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIH2003A 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 TLIH2003 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:

- applying relevant legislation and workplace procedures
- communicating and working effectively with others when prioritising courier or delivery operations
- completing documentation related to prioritising courier or delivery operations
- estimating the size, shape and special delivery requirements of articles
- identifying and correctly using equipment required when coordinating courier or delivery operations
- interpreting and following operational instructions and prioritising work
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading and interpreting instructions, procedures, information and labels relevant to courier or delivery operations
- 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 or delivery operations
- National Transport Commission Load Restraint Guide
- relevant state/territory mass and loading regulations
- requirements of courier or delivery work systems and operations, and relevant equipment
- risks in courier or delivery operations and related precautions to control these risks

- security policies and procedures
- typical problems that may arise when prioritising courier or delivery operations and appropriate action to be taken
- workplace procedures and policies for coordinating and prioritising courier or delivery operations.

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.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 include:

- 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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Links

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