



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

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 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

- 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>