



Australian Government

TLII3003 Provide customer service in transport vehicles/vessels

Release: 2

TLII3003 Provide customer service in transport vehicles/vessels

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package.

- Minor changes to unit Application
- Minor changes to Performance Evidence
- Minor changes to Knowledge Evidence
- Minor changes to Assessment Conditions.

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 provide customer service in transport vehicles and/or vessels.

It includes monitoring and addressing passenger needs, preparing and delivering commentaries, resolving problems and conflicts involving customers, and liaising with suppliers of tourism products to ensure appropriate materials and services are obtained and made available to service local and overseas customer needs in accordance with tourism and transport industry codes of practice and/or workplace procedures.

Work will be undertaken with limited supervision, and with duty of care responsibility for self and others in achieving the prescribed outcomes.

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

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

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

1 Monitor and address passenger needs

- 1.1** Circumstances affecting passenger needs and comfort are monitored and actions taken in accordance with workplace procedures
- 1.2** Needs of all types of passengers are acknowledged and appropriate assistance is provided
- 1.3** Passengers are advised about the operation of internal vehicle and/or vessel facilities and the benefits of wearing seat belts, as required
- 1.4** Hazards and risks to passenger safety are identified and appropriate actions are initiated to minimise the risk
- 1.5** Passengers are suitably advised about any safety risk and actions being taken
- 1.6** Tact, courtesy, friendliness and patience are used at all times when dealing with passengers
- 1.7** Passenger inquiries and requests are received and resolved with minimal delays
- 1.8** Passenger inquiries and associated actions are recorded and reported in accordance with workplace procedures

2 Prepare and deliver commentaries

- 2.1** Comprehensive briefings are delivered clearly and precisely
- 2.2** Commentary presentations are well-researched and delivered clearly and at precise timings
- 2.3** Additional information is provided in response to questions
- 2.4** Audiovisual (AV) equipment is correctly and safely operated, as required

3 Implement conflict resolution strategies

- 3.1** Conflict and difficult situations are recognised, and fair solutions are negotiated equitably
- 3.2** Conflicts unable to be resolved are referred to a higher authority
- 3.3** Opportunities to enhance service quality are taken,

particularly in conflict situations

4 Communicate with suppliers

- 4.1** Liaison is maintained with suppliers of tourism products and/or information to obtain accurate and comprehensive information about products available to meet customer needs
- 4.2** Needs for tourism products and/or information are appropriately communicated to relevant workplace personnel

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 TLII3003A Provide customer service in transport vehicles/vessels.

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 TLII3003 Provide customer service in transport vehicles/vessels

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:

- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- conducting presentations to tourist passengers
- interacting effectively with passengers
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- operating and adapting to differences in equipment in accordance with workplace procedures
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- responding appropriately to cultural differences
- working collaboratively with others
- 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:

- customer service policies and workplace procedures
- procedures for handling customer questions, complaints and conflicts
- procedures for using audiovisual equipment
- procedures for using communications equipment

- relevant state/territory regulations and industry codes of practice for tourism and transport operations as they relate to customer service and safety in tourism vehicles/vessels
- relevant tourism products, services and/or operations
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- route information
- specific needs of different community sectors/cultures
- specific needs of persons with disabilities.

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 simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>