



Australian Government

TLII3009 Provide on-board services to customers

Release: 2

TLII3009 Provide on-board services to customers

Modification History

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

- Minor grammatical change to PC 3.3
- Minor statement changes in 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 on-board services to customers on transport vehicles/vessels.

It includes establishing effective communication with customers, identifying and assessing the needs and expectations of different customers, and providing for identified customer requirements in accordance with organisational procedures.

Work is performed individually, and guidance or advice is available where necessary.

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

Rail sector.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

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| 1 Establish effective communication with customers | 1.1 All customers are greeted in a polite and friendly manner, and formal and informal communication styles are applied as appropriate |
| | 1.2 All communications with customers are conducted in a manner which is consistent with organisational policy |
| 2 Identify and assess the needs and expectations of different customers | 2.1 Individual customer needs and expectations are identified so appropriate products and services may be provided |
| | 2.2 Customers with specific needs are identified and appropriate attention is given to ensure requirements are satisfied |
| | 2.3 Hazards are identified, risks are assessed and control measures are implemented |
| | 2.4 Limitations to service provision are identified and communicated to customers and customer understanding is confirmed |
| 3 Provide identified customer requirement | 3.1 Needs and reasonable requests of customers are met in a consistent and timely manner |
| | 3.2 Customer dissatisfaction is promptly recognised and appropriate steps are taken to restore goodwill |
| | 3.3 Anticipated problems are identified, monitored and actions taken to minimise their effects on customer satisfaction |
| | 3.4 Opportunities to enhance service quality are taken when appropriate |
| | 3.5 Information about anticipated and unanticipated problems and delays is promptly communicated to customers |

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 TLII3009A Provide on-board services to customers.

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 TLII3009 Provide on-board services to customers

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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 effectively with others
- completing relevant documentation
- completing transactions and revenue protection activities
- handling and resolving conflict and grievance situations
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with operating procedures
- operating electronic communications equipment to required protocol
- reading and interpreting relevant instructions, procedures, information and signs
- 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:

- concessional privileges
- customer service requirements
- details of on-board services provided to customers
- fare structures

- organisational policies and procedures
- organisation's transport services
- procedures for using communications equipment
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines
- relevant state/territory regulations and requirements pertaining to revenue protection
- services for customers who have a disability
- timetables
- typical problems that can occur when providing on-board services to customers and related appropriate action that can be taken to prevent or solve these problems.

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:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

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