



Australian Government

TLII3010 Provide travel information to customers

Release: 2

TLII3010 Provide travel information 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 changes to unit Application
- Minor changes to Performance Criteria
- 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 covers the skills and knowledge required to provide travel information to customers.

It includes planning a journey using public transport and providing information and advice to customers.

This includes identifying and locating major destinations, public services, attractions and facilities as part of providing public transport advice.

Work involves the duties and tasks applicable to personnel working on public trams, trains and buses who may, through their duties, have contact with the public.

Work is performed under general supervision.

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.

1 Plan a journey using public transport

PERFORMANCE CRITERIA

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

- | | |
|------------|---|
| 1.1 | Sources of current, accurate and relevant public transport information are identified and accessed to respond to customer needs |
| 1.2 | Modes, connections, interchanges and tickets to complete a journey are identified for planned customer destination |
| 1.3 | Major destinations, attractions and public facilities, and their proximity to public transport are identified and located in relation to customer needs or requests |
| 1.4 | Information and/or advice provided to customers is reviewed regularly to ensure currency and accessibility |
| 2 | Provide information and advice to customers |
| 2.1 | Specific information and needs of customers are accurately identified and clarified in accordance with the customer's circumstance |
| 2.2 | Customers are provided with appropriate and complete information that effectively covers their needs |
| 2.3 | Information and/or advice is presented in a respectful format, manner and style |
| 2.4 | Information and/or advice is regularly reviewed to ensure customers can confirm that information given satisfies their enquiry |

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 TLII3010A Provide travel information 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 TLII3010 Provide travel information to customers

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- accessing, reading, interpreting and applying relevant instructions, timetables and workplace procedures
- communicating and interacting effectively with customers
- researching relevant data
- reviewing customer needs and confirming they have been addressed
- reviewing relevant infotechnology customer travel information
- selecting and utilising ticket validating equipment and communications technology
- solving and/or reporting identified problems promptly.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- concessional privileges
- emergency management and service disruption workplace procedures
- factors that can influence verbal communication
- location of online information services, including:
 - infotechnology information/format
 - links

- tracking technology
- major destinations, attractions and public facilities
- major public transport connections, interchanges, stations, tram and bus terminals
- modes of public transport
- out-of-hours services
- procedures for reviewing information and advice
- relevant customer travel workplace procedures
- standard operating hours
- strategies for clarifying and confirming customer needs
- ticket and ticket structures, including points and methods of purchase
- travel zones
- vehicle types and capacity.

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:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

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