



Australian Government

TLII3020 Provide assistance to customers

Release: 1

TLII3020 Provide assistance to customers

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 assist customers, in accordance with legislative and regulatory requirements.

It includes establishing contact with customers, identifying customer needs and providing appropriate support to customers during their journey.

Work is performed with limited or minimum supervision. It involves providing assistance to customers requiring assistance during their journey.

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

1 Establish contact with customers

- 1.1 Customers are acknowledged and greeted in a professional, courteous and concise manner in accordance with organisational requirements
- 1.2 Personal dress and presentation is maintained in accordance with organisational requirements

- 1.3 Communication involving appropriate interpersonal skills to facilitate accurate and relevant exchange of information is used
- 1.4 Sensitivity to customer specific needs, and cultural and individual differences is maintained
- 1.5 Genuine interest in customer needs is displayed
- 2 Identify customer needs**
 - 2.1 Appropriate questioning and active listening are used to determine customer needs
 - 2.2 Urgency of customer needs is assessed to identify priorities for service delivery
 - 2.3 Appropriate customer service for specific customer need is identified
- 3 Deliver service to customers**
 - 3.1 Identified service that meets identified customer need is promptly provided in accordance with organisational requirements
 - 3.2 Customer communications are conducted in a clear, concise and courteous manner
 - 3.3 Customer inquiries are dealt with courteously and efficiently
 - 3.4 Questions are used to clarify customer needs or concerns
 - 3.5 Knowledge of services and/or operations is used to answer customer queries or to respond to customer needs
 - 3.6 Customer is directed to or assistance from other staff is sought, when a customer inquiry cannot be fully answered
 - 3.7 Opportunities to enhance quality of service and products are identified and action is taken to improve service whenever possible
 - 3.8 Information about problems and delays is provided and follow up is made within appropriate timeframes as required
 - 3.9 Customer inquiries and associated action/s are recorded and/or reported as required in accordance with workplace procedures

4 Prepare for passengers with specific needs

- 4.1 Vigilance is maintained for passengers with specific needs/disabilities on arrival
- 4.2 Hazards are identified, risks are assessed and risk control measures are implemented
- 4.3 Actions to assist customers with specific needs/disabilities are identified in accordance with workplace procedures and/or requirements

5 Provide assistance to customers with specific needs

- 5.1 Ancillary equipment is accessed for passengers with wheelchairs/prams as required
- 5.2 Customers with assistance dogs are observed and assisted as required
- 5.3 Customers with other specific needs are observed and assisted as required
- 5.4 Customers are assisted in a courteous manner, sensitive to their needs
- 5.5 Ongoing support and/or vigilance is provided to customers with specific needs to maximise their travelling safety and comfort
- 5.6 Ancillary equipment is utilised safely in accordance with workplace procedures and safety regulations

6 Communicate regarding customers with specific needs

- 6.1 Other personnel are informed when assisting customers with specific needs may cause delays to services
- 6.2 Other personnel are informed about the presence of customers with specific needs as required

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 TLII3020A Provide assistance to customers with and without special needs.

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 TLII3020 Provide assistance 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:

- adapting to differences in equipment in accordance with operating procedures
- communicating and interacting effectively
- completing relevant documentation
- identifying delays that may occur and the correct procedures for dealing with them
- identifying different categories of specific need
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- identifying types of inquiries that are likely to be made and providing appropriate responses
- implementing contingency plans
- 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
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- using ancillary equipment
- using ancillary equipment correctly to assist customers with specific needs
- working collaboratively with others.

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:

- ancillary equipment and procedures for operating/using ancillary equipment
- availability and types of alternative service/s for customers with specific needs
- relevant legislation, regulations and organisational policies and procedures
- service timetables and schedule information.

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.

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Assessment must occur in workplace operational situations or, where this is not available, 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
- 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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