



Australian Government

TLII3022 Provide customer service in rail operations

Release: 2

TLII3022 Provide customer service in rail operations

Modification History

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

- Minor grammatical changes in Performance Criteria 1.2
- Minor change in Performance Evidence
- 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 customer service in rail operations in accordance with legislative, regulatory and workplace requirements.

It includes establishing contact with customers, identifying customer needs and delivering service to customers at train station platforms and/or on a train.

Work is generally performed without supervision and in a team environment. It involves the provision of service to customers requiring assistance either on or off a train.

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 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 presentation is maintained in accordance with workplace policies and procedures
- 1.3** Effective communication and interpersonal skills are used to facilitate accurate and relevant exchange of information
- 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 other staff and/or assistance from other staff is sought when 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, delays and follow-up is provided 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

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 TLII3022A Provide customer service in rail operations.

Links

Companion Volume Implementation Guide -

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

Assessment Requirements for TLII3022 Provide customer service in rail operations

Modification History

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

- Minor grammatical changes in Performance Criteria 1.2
- Minor change in Performance Evidence
- 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.

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:

- communicating effectively with others
- delivering service to customers at train station platforms and/or on a train
- establishing contact with customers
- identifying customer needs
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- interpreting and following operational instructions and prioritising duties in accordance with customer needs
- modifying activities depending on operational contingencies, risk situations and environments
- reading and interpreting relevant instructions, procedures, information and signs.

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:

- availability and types of alternative service for customers during planned and unplanned events that may affect regular services
- emergency procedures and emergency response plans
- relevant documentation/records
- relevant environmental protection legislation
- relevant privacy, anti-discrimination and confidentiality operational procedures
- relevant state/territory legislation, regulations and organisational policies, procedures and codes of practice

- relevant work health and safety (WHS)/occupational health and safety (OHS) legislation
- service timetables and network information commonly requested by customers
- types of inquiries that are likely to be made and appropriate responses, in accordance with workplace procedures
- workplace instructions and procedures for transporting customers with specific needs.

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 rail 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
- relevant and appropriate materials and personal protective equipment (PPE) currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guide -

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