



Australian Government

Assessment Requirements for TLII4022 Identify and meet customer requirements

Release: 2

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Modification History

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

- PC 2.2 moved to Element 1
- 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:

- applying relevant legislation and workplace procedures
- communicating and negotiating effectively with others
- communicating customer needs with other members of the organisation
- completing relevant documentation
- delivering a service to customers
- identifying and assessing customer and organisational requirements
- identifying customer needs
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- implementing contingency plans
- reading and interpreting relevant instructions, procedures and information
- reporting and rectifying within limits of own role, problems that may arise, in accordance with workplace procedures
- using appropriate numeric functions when identifying customer 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:

- problems that can occur when meeting customer and organisation needs, and action that can be taken to resolve these problems
- relevant workplace policies and procedures
- workplace protocols and procedures for meeting customer and organisation needs, including

planning and quality improvement of services and operations.

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 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 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.

Links

Companion Volume implementation guides are found in VETNet -

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