



Australian Government

TLIJ4010 Implement quality systems and procedures in a dangerous goods workplace

Release: 1

TLIJ4010 Implement quality systems and procedures in a dangerous goods workplace

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 implement quality systems and procedures to meet customer needs in a dangerous goods (DG) workplace, in accordance with all relevant regulatory requirements, standards and workplace procedures including the current Australian Dangerous Goods (ADG) Code.

It includes delivering a quality service to customers (by maintaining services and operations, and dealing with customer complaints), presenting a professional image and presenting a positive company image, in accordance with organisational procedures and requirements.

This unit applies to those working in the heavy recovery industry. It does not include salvage operations.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

J – Quality

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Deliver service to

PERFORMANCE CRITERIA

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

1.1 Customer service is provided promptly to meet customer

customers		needs, in accordance with organisational procedures
	1.2	Suggestions and complaints are treated positively and politely
	1.3	Opportunities to enhance service quality are identified and used
2 Provide effective customer service on customer site	2.1	Site procedures are carried out in a timely and professional manner in accordance with organisational requirements
	2.2	Alternative arrangements are negotiated with customers where previously arranged commitments cannot be met, in accordance with organisational requirements
	2.3	Operations and services are provided to satisfy customer delivery, quantity and cost requirements
3 Maintain services and operations	3.1	Accurate information and advice is given in accordance with organisational procedures
	3.2	Information that impacts on customers and efficiency of operations and services, is passed to appropriate people
	3.3	Factors that may disrupt operations and services are noted and appropriate measures are taken to minimise their effect
	3.4	Systems to monitor quantity, quality, cost and time specification for service product delivery are correctly implemented and maintained
	3.5	Information relating to work activities is confirmed or clarified with appropriate people as required
4 Deal with difficult customer situations	4.1	Customer complaints are handled courteously in accordance with organisational procedures
	4.2	Nature and details of customer complaint are established and agreed on
	4.3	Action to resolve customer complaint is undertaken in accordance with organisational procedures
	4.4	Unresolved customer complaints are referred to a higher authority
	4.5	Documentation is completed in accordance with organisational procedures
5 Maintain personal	5.1	Company uniform is maintained to present an appropriate

presentation standards and present a professional image		image in accordance with organisational requirements
	5.2	Specific presentation requirements are maintained in accordance with organisational requirements
	5.3	Truck and equipment are kept clean, tidy and uncluttered in accordance with organisational requirements
6 Present a positive company image using effective communication techniques	6.1	Professional ethics are maintained to enhance customer commitment
	6.2	Image and good standing are maintained by taking timely actions with customers in accordance with organisational requirements
	6.3	Effective service environment is created through appropriate communication techniques
	6.4	Communications equipment is used effectively and efficiently in accordance with organisational 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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIJ4010A Implement quality systems and procedures in a dangerous goods workplace.

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 TLIJ4010 Implement quality systems and procedures in a dangerous goods workplace

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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 agreements, codes of practice and other legislative requirements
- identifying and correctly using equipment, processes and procedures
- implementing contingency plans
- interpreting and following operational instructions as they apply to the dangerous goods (DG) industry
- rectifying a complaint using workplace policy and procedures.

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:

- current Australian Dangerous Goods (ADG) Code
- enhancements available to customers in relation to DG quality service
- relevant DG information for relevant workplace
- relevant national, state/territory standards, regulations and codes of practice
- required level of quality and safety for relevant workplace requirements
- requirements of workplace systems and operations, and relevant equipment
- role of customer service in company profitability
- work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines relevant to workplace operations
- workplace driving and operational instructions.

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 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 include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, current ADG Code, codes of practice and operation manuals as they apply to the DG industry
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

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