



Australian Government

TLIL0005 Assess and confirm customer transport requirements

Release: 1

TLIL0005 Assess and confirm customer transport requirements

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 assess and confirm customer transport requirements.

It includes assessing customer requirements, determining transport requirements and completing documentation.

Work involves discretion and judgement for self and others in assessing and confirming customer freight transport requirements and leadership of others individually or in teams. It is performed under minimum supervision with general guidance on progress and outcomes.

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

Pre-requisite Unit

Not applicable.

Competency Field

L – Resource Management.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Assess customer requirements

PERFORMANCE CRITERIA

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

1.1 Customer service instructions and requirements are followed in accordance with workplace policies and procedures

1.2 Customer requirements are assessed against transport capabilities

- 1.3 Customer requirements are assessed against inventory, availability and transport requirements
 - 1.4 Specific transport modes and load characteristics are identified with customer
 - 1.5 Suggestions for improving service are discussed with customers
- 2 **Determine transport requirements**
 - 2.1 Applicable transportation modes are matched to customer geographic location
 - 2.2 Key characteristics of freight are determined, including load packaging requirements, specific load handling characteristics and quantities
 - 2.3 Regulatory and specific requirements for transport are identified, including chain of responsibility
 - 2.4 Specified transit times and routes are determined and agreed with stakeholders
 - 2.5 Agreed requirements are matched to workplace capability and operational focus
 - 2.6 Risk assessment of transport service is undertaken in accordance with workplace policies and procedures
 - 2.7 Transport arrangements are communicated to relevant stakeholders
- 3 **Complete documentation**
 - 3.1 Transport decisions and customer requirements are documented in accordance with workplace policies and procedures and within scope of authority
 - 3.2 Quotations are prepared and processed in accordance with workplace policies and procedures
 - 3.3 Documents are checked against legislation and workplace policies and procedures
 - 3.4 Completed documents are distributed, filed and retained in accordance with legislation and workplace policies and 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 not equivalent to TLIL4010 Assess and confirm customer transport requirements.

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 TLIL0005 Assess and confirm customer transport requirements

Modification History

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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:

- applying and reviewing chain of responsibility requirements
- applying relevant legislation and workplace policies and procedures
- communicating effectively with others when assessing and confirming customer transport requirements
- completing all workplace processes related to transporting goods/stock
- completing relevant documentation
- interpreting and following operational instructions and prioritising work
- negotiating and working collaboratively with others when assessing and confirming customer transport requirements
- planning and monitoring work activities, including predicting consequences and identifying improvements
- reading and interpreting relevant instructions, policies, procedures, information and dangerous goods placarding and signs
- working systematically with required attention to detail.

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:

- continuous improvement processes
- customer service standards
- relevant regulatory and code requirements including chain of responsibility
- relevant work health safety (WHS)/occupational health and safety (OHS) and environmental protection policies and procedures
- risk assessment processes
- typical problems that can occur when assessing and confirming customer transport requirements, and related appropriate actions that can be taken
- workplace policies and procedures for assessing and confirming customer transport requirements.

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

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