



Australian Government

TLIL0005 Assess and confirm customer transport requirements

Release: 1

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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>