



Australian Government

Assessment Requirements for TLIL2046 Handle customer luggage/property

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.

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:

- adapting to differences in equipment in accordance with workplace procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- handling heavy items correctly
- interpreting and following workplace procedures and prioritising work
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- securing stored items
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

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:

- communication and negotiation requirements for handling customer luggage and/or property
- documentation and record requirements for handling customer luggage and/or property
- equipment and materials used for handling customer luggage and/or property, and precautions and procedures that should be followed in their use
- labelling and coding systems
- luggage forwarding procedures
- problems that may occur when handling customer luggage and/or property and appropriate action that can be taken to resolve these problems
- procedures for dealing with dangerous goods
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines
- transport system timetables
- workplace customer service policies and procedures
- workplace procedures and policies for handling customer luggage and/or property.

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, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

Links

Companion Volume implementation guides are found in VETNet -

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