



Australian Government

TLIL2046 Handle customer luggage/property

Release: 1

TLIL2046 Handle customer luggage/property

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 handle customer luggage and property in accordance with regulatory and workplace requirements, as part of workplace activities in the transport and logistics industry.

It includes handling customer enquiries, identifying and labelling luggage/property and processing lost luggage/property.

Work is performed under some supervision, generally within a team environment.

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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1 Handle customer luggage/property	1.1 Customer enquiries are handled in a courteous manner and accurate advice and information is provided
	1.2 Customer luggage/property is identified and labelled for correct destination and a receipt is issued in accordance with

- workplace procedures
- 1.3 Luggage/property conveyance is arranged and correct handling procedures for different categories of luggage are taken into account
 - 1.4 Hazards are identified, risks are assessed and control measures are implemented
 - 1.5 Luggage is issued on presentation of customer receipt or in accordance with workplace procedures
 - 1.6 Appropriate action is taken to ensure transfer of luggage to other transport networks, in accordance with workplace procedures
- 2 Process lost luggage/property**
- 2.1 Lost luggage/property status is substantiated using appropriate enquiries
 - 2.2 Lost luggage/property is investigated and traced in accordance with workplace procedures
 - 2.3 Lost luggage/property records are maintained in accordance with 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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIL2046A Handle customer luggage/property.

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 TLIL2046 Handle customer luggage/property

Modification History

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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:

- 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

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