



**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

Elements describe the essential outcomes.

#### 1 Handle customer luggage/property

#### PERFORMANCE CRITERIA

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

- 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>