



Australian Government

TLIL4010 Assess and confirm customer transport requirements

Release: 1

TLIL4010 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 freight transport requirements within the transport and logistics industry.

It includes assessing the goods/stock to be transported, determining the transit requirements and completing all required 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 goods/stock to be transported

PERFORMANCE CRITERIA

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

1.1 Customer service parameters are followed in accordance with workplace procedures

- 1.2 In consultation with customer, key characteristics of goods/stock to be transported are determined
 - 1.3 Regulatory and/or specific requirements for load shipment are identified
 - 1.4 Specific load handling characteristics/requirements are identified
 - 1.5 Task requirements are matched to workplace capability and operational focus
- 2 Determine transit requirements**
- 2.1 Applicable transportation modes are matched to customer geographic location, load packaging characteristics, quantity of goods to be transported and specific requirements for goods
 - 2.2 Required pick-up and destination point/s are identified and assessed for safe access and operation
 - 2.3 Specified transit times and routes are identified and agreed with customer
 - 2.4 Transportation mode/s are determined with customer about load characteristics, transit requirements and cost effectiveness
 - 2.5 Risk assessment of transport service is undertaken in accordance with workplace policy and procedures
- 3 Complete documentation**
- 3.1 Decisions for proceeding with task are undertaken or referred in accordance with workplace procedures and scope of authority
 - 3.2 Parameters of service requirements for the workplace and customer are documented
 - 3.3 Quotations for services/specifications are itemised and documented and processed in accordance with workplace procedures
 - 3.4 Legislative, insurance or specific conditions for load transport are recorded and filed in accordance with workplace 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 TLIL4010A 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 TLIL4010 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 of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant legislation and workplace 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
- monitoring work activities in terms of planned schedule
- negotiating with others when assessing and confirming customer transport requirements
- operating and adapting to differences in equipment in accordance with standard operating procedures
- planning work activities, including predicting consequences and identifying improvements
- reading and interpreting relevant instructions, procedures, information and signs
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- working collaboratively with others when assessing and confirming customer transport requirements
- 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:

- customer service and quotation/specification systems and resources
- relevant regulatory and code requirements including mass and load regulations
- relevant work health safety (WHS)/occupational health and safety (OHS) and environmental protection policies and procedures
- strategies to implement continuous improvement processes
- typical problems that can occur when assessing and confirming customer transport requirements, and related appropriate action that can be taken
- workplace protocols and procedures for assessing and confirming customer transport requirements.

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