



Australian Government

TLIL4034 Arrange alternative passenger transport

Release: 2

TLIL4034 Arrange alternative passenger transport

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

It includes identifying and confirming transport requirements, arranging alternative transport, and monitoring and updating transport arrangements.

Work involves the application of regulatory requirements, codes of practice and workplace procedures when arranging alternative passenger transport as part of workplace activities in the transport and logistics industries.

While work is performed individually, it will generally be undertaken 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

Rail sector.

Elements and Performance Criteria

Elements describe the essential outcomes.

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

1	Identify and confirm transport requirements	1.1	Need for alternative passenger transport is identified with minimal actual disruption to services
		1.2	Period for which alternative transport is required is determined from situation and services
		1.3	Timetables, passenger loadings and luggage quantities are determined from workplace information systems
		1.4	Requirements to cater for passengers with a disability or others with specific needs are determined
		1.5	Hazards are identified, risks are assessed and control measures are implemented
2	Arrange alternative transport	2.1	Type and number of transport units required are determined to provide cost-effective movement within workplace guidelines for minimal disruption
		2.2	Alternative transport is arranged within workplace policies and procedures to meet anticipated need
		2.3	Arrangements are made to provide assistance for passengers with specific needs
		2.4	Relevant work health and safety (WHS)/occupational health and safety (OHS) requirements are identified and included in transport planning considerations
3	Monitor and update transport arrangements	3.1	Passengers are informed of alterations to services as quickly as possible
		3.2	Relevant details of incidents are collected and recorded in accordance with workplace policies and procedures for future reference, analysis and investigation purposes
		3.3	Irregularities outside own area of responsibility are referred to nominated person or section
		3.4	Alternative transport arrangements and

related financial transactions are documented to meet operational requirements

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.

Unit Mapping Information

This unit replaces and is equivalent to TLIL4034A Arrange alternative passenger transport.

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 TLIL4034 Arrange alternative passenger transport

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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 transport situations in accordance with workplace procedures
- analysing contingency situations for their impact on services
- applying relevant legislation and workplace procedures
- arranging alternative transport
- communicating and negotiating effectively with others
- completing relevant documentation
- identifying and confirming transport requirements
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- implementing contingency plans
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and updating transport arrangements
- reporting and/or rectifying identified problems promptly in accordance with workplace procedures
- reading and interpreting relevant instructions, procedures, information and signs
- scheduling and monitoring work activities
- working collaboratively with others when arranging alternative passenger transport
- 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:

- alternative transport options to meet anticipated operational needs
- communication and negotiation requirements when arranging alternative passenger transport
- contact arrangements for other transport organisations available to provide alternative transportation
- documentation and record requirements
- problems that may occur when arranging alternative passenger transport and appropriate actions that can be taken to resolve these problems
- protocols for contacting other transport organisations
- relevant services affected by contingency situations to be considered in transport planning arrangements to minimise actual disruption to services
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines
- road transport service planning processes
- train timetables
- workplace procedures and policies for arranging alternative passenger transport.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations or, where this is not available, in simulated workplace operational situations that replicate transport 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 must include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals.

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