



Australian Government

TLIL5020 Develop and maintain operational procedures for transport and logistics enterprises

Release: 1

TLIL5020 Develop and maintain operational procedures for transport and logistics enterprises

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 develop and maintain operational procedures for transport and logistics enterprises in accordance with relevant regulations, standards and codes of practice, including the Australian Dangerous Goods (ADG) Code and workplace procedures.

It includes planning and developing operational procedures, and monitoring and evaluating the implementation of these operational procedure/s.

Work is under general guidance on progress and outcomes. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes.

The unit generally applies to those with responsibility for resource coordination and allocation, and who lead individuals and teams.

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 Plan and develop

PERFORMANCE CRITERIA

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

1.1 Processes requiring development/modification of

operational procedures	operational procedures are identified and confirmed with relevant personnel and business units 1.2 Scope, focus and extent of the operational procedure/s are discussed and validated with affected personnel 1.3 Current procedures are evaluated to ensure development is not unnecessarily duplicating previous work 1.4 Factors likely to impact on the development process are identified and techniques are adopted for their incorporation into the procedure/s 1.5 Proposed operational procedures are researched using a range of sources and provision is made to include user input 1.6 Operational procedures are developed, documented and verified with relevant internal/external personnel and/or organisations, in accordance with workplace procedures 1.7 New operational procedures are trialled with a target group as required 1.8 Performance indicators are developed to measure the effectiveness of the operational procedure/s
2 Monitor the implementation of the operational procedure/s	2.1 Introduction of the operational procedure/s for selected units/job functions is planned with affected personnel to ensure understanding and the need for compliance 2.2 Effective induction and supervision is provided to support personnel in implementing the new procedure/s 2.3 Personnel performance is monitored to ensure adherence to the operational procedure/s and to assess the requirement to modify the process 2.4 Solicited feedback is actively sought from personnel implementing the operational procedure/s
3 Evaluate the implementation of operational procedures	3.1 Effectiveness of the operational procedure/s is assessed against developed performance indicators 3.2 Operational procedure/s are modified/deleted as required, in accordance with evaluation mechanism and enterprise requirements 3.3 Relevant personnel are kept informed of the evaluation process and advised of subsequent changes to operational

procedure/s

- 3.4 Records, reports and recommendations for improvement are managed within the workplace information systems and processes

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 TLIL5020A Develop and maintain operational procedures for transport and logistics enterprises.

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 TLIL5020 Develop and maintain operational procedures for transport and logistics enterprises

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 precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- applying relevant legislation and workplace procedures
- communicating effectively with others when developing and maintaining operational procedures for transport and logistics enterprises
- completing documentation related to developing and maintaining operational procedures for transport and logistics enterprises
- implementing contingency plans
- modifying activities to cater for variations in workplace contexts and environment
- monitoring work activities in terms of planned schedule
- operating electronic communication equipment to required protocol
- planning and organising activities
- prioritising work and coordinating self and others in relation to transport and logistics operations
- providing leadership and working collaboratively with others when developing and maintaining operational procedures for transport and logistics enterprises
- reading and interpreting transport and logistics schedules, inventories, regulatory requirements, customer instructions, workplace procedures and manuals relevant to developing and maintaining operational procedures for transport and logistics enterprises
- selecting and applying appropriate application of technology, information systems and procedures
- 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:

- application of current competencies within functional activity
- application of relevant Australian standards and associated certification requirements
- business policies, procedures and plans including procedures for outsourcing components of operations and engaging additional resources
- focus of operation of transport and logistics systems, resources, management and workplace operating systems
- licence and permit requirements relevant to transport and logistics operations
- problems that may occur when developing and maintaining operational procedures for transport and logistics enterprises and action that can be taken to resolve or report these problems
- regulations, codes of practice and legislative requirements including local and international regulations relevant to transport and logistics operations and the Australian Dangerous Goods (ADG) Code where applicable
- resource availability including the competencies of individuals in the team/group
- risks and hazards related to developing and maintaining operational procedures and ways of controlling the risks involved
- transport and equipment applications, capacities, configurations, safety hazards and control mechanisms
- workplace policies and procedures, including those covering issue resolution and grievance
- workplace procedures for developing and maintaining operational procedures for transport and logistics enterprises.

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 other 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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