



Australian Government

TLIO0005 Provide revenue protection measures

Release: 1

TLIO0005 Provide revenue protection measures

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 provide revenue protection measures during transport operations, in accordance with operational procedures.

It includes preparing for revenue protection activities and implementing revenue protection procedures.

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures and regulatory requirements when providing revenue protection measures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

O – Security

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 Prepare for revenue protection activities

- 1.1** Strategies to check customer ticketing are confirmed in a team briefing
- 1.2** Resources to implement ticket checks are arranged to suit anticipated passenger numbers

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| | 1.3 | Strategies and techniques are set up to ensure ticket checks are comprehensive in accordance with workplace procedures |
| 2 Implement revenue protection procedures | 2.1 | Ticket checks are conducted in accordance with workplace procedures |
| | 2.2 | Tickets are validated, or fares are collected or fare evasion is actioned in accordance with workplace procedures and/or legislation |
| | 2.3 | Use of concession, special and privilege passes is monitored in accordance with workplace procedures and/or legislation |

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 TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIO2011 Provide revenue protection measures.

Links

Companion Volume Implementation Guide -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIO0005 Provide revenue protection measures

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 strategies and techniques to ensure revenue protection
- applying relevant workplace procedures
- communicating effectively and working collaboratively with others when providing revenue protection measures
- completing relevant documentation
- identifying job hazards and taking required actions to minimise, control or eliminate identified hazards
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring work activities in terms of planned schedule
- reading and interpreting relevant instructions, procedures and information
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures.

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 requirements
- fare structures
- revenue protection
- risks and hazards when providing revenue protection within a transport system and related precautions to control the risk
- state/territory revenue protection regulations and requirements
- timetables
- transport provider information, services and capability
- typical problems that can occur when providing revenue protection measures and appropriate actions that can be taken to prevent or resolve these problems
- work health and safety (WHS)/occupational health and safety (OHS) and environmental

- protection procedures and guidelines
- workplace policies and procedures.

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 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 must include access to:

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

Links

Companion Volume Implementation Guide -

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