



Australian Government

TLIO2011 Provide revenue protection measures

Release: 1

TLIO2011 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

Not applicable.

Elements and Performance Criteria

Elements describe the essential outcomes.

1 Prepare for revenue protection activities

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

1.1 Strategies to check customer ticketing are confirmed

1.2 Resources to implement ticket checks are arranged to suit anticipated passengers numbers

- 1.3 Queuing systems and barriers are set up to ensure ticket checks are comprehensive
 - 1.4 Staff are allocated to planned activities in accordance with organisational procedures and policy
 - 1.5 Staff are briefed on strategies for checking customer tickets
- 2 Implement revenue protection procedures**
- 2.1 Ticket checks are conducted against organisational requirements
 - 2.2 Fares are collected or infringement notices are issued
 - 2.3 Use of concession, special and privilege passes is monitored for compliance with organisational policies

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 TLIO2011A Provide revenue protection measures.

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 TLIO2011 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 workplace procedures
- calculating fares
- communicating effectively with others
- completing relevant documentation
- 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 work activities in terms of planned schedule
- operating barriers
- reading and interpreting relevant instructions, procedures and information
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- validating tickets
- working collaboratively with others when providing revenue protection measures.

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:

- concessional privileges
- customer service requirements
- fare structures
- organisational policies and workplace procedures
- organisation's transport services
- relevant state/territory revenue protection regulations and requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines
- relevant workplace procedures
- risks and hazards when providing revenue protection within a transport system and related precautions to control the risk
- timetables
- typical problems that can occur when providing revenue protection measures and appropriate action that can be taken to prevent or solve these problems.

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 or, where this is not available, 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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