



Australian Government

Assessment Requirements for TLIO3012 Manage disruptive and/or unlawful behaviour

Release: 2

Assessment Requirements for TLIO3012 Manage disruptive and/or unlawful behaviour

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.

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 identified hazards
- applying relevant legislation and workplace procedures
- communicating and negotiating effectively with others when managing disruptive and unlawful behaviour on transport systems
- completing relevant documentation
- identifying and correctly using equipment, processes and procedures
- interpreting and following operational instructions and prioritising work
- monitoring work activities in terms of planned schedule
- operating electronic communications equipment to required protocol
- reading and interpreting relevant instructions, procedures, guidelines and information
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- resolving conflict situations
- working collaboratively with others
- 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:

- by-laws and service rules as they apply to disruptive behaviour on transport systems
- common law as it applies to disruptive and unlawful behaviour on transport systems
- customer service requirements
- legal and workplace parameters with regard to unlawful behaviour

- procedures for managing disruptive and unlawful behaviour
- relevant state/territory regulations and requirements for managing disruptive and unlawful behaviour on transport systems
- risks and hazards when managing disruptive behaviour on transport systems and related precautions to control the risk
- transport services provided
- typical problems that can occur when managing disruptive and unlawful behaviour on transport systems and appropriate action that can be taken to prevent or solve these problems.

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:

- 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.

Links

Companion Volume Implementation Guides are found in VETNet -

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