



Australian Government

TLIO3012 Manage disruptive and/or unlawful behaviour

Release: 2

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.

Application

This unit involves the skills and knowledge required to manage disruptive and/or unlawful behaviour on transport systems.

It includes monitoring passenger behaviour, identifying and attending to disruptive/unlawful activity, taking appropriate action to control disruptive/unlawful behaviour, and reporting and documenting incident/s.

Work must be carried out in accordance with relevant state/territory authority regulations for managing disruptive and/or unlawful behaviour on transport systems.

While work is performed individually, skills are required to work 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

O – Security

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Monitor passenger behaviour

- 1.1** Facilities and transportation units under surveillance are regularly monitored to identify and record inappropriate behaviour
- 1.2** Potential problem situations are quickly identified and steps taken to defuse the situation in accordance with workplace procedures
- 1.3** Incidents that breach legislation are identified and appropriate action is taken
- 1.4** Surveillance equipment is operated within legal and workplace parameters

2 Identify and resolve disruptive/unlawful activity

- 2.1** Nature of disruptive/unlawful behaviour is accurately assessed and, where possible, conflict is resolved using relevant conflict resolution strategies
- 2.2** Hazards are identified, risks assessed and control measures implemented
- 2.3** Procedures are followed to isolate offender/s and to minimise disruption to other passengers where appropriate
- 2.4** Assistance is sought from other staff and external support services, as required
- 2.5** Situation is resolved and follow-up action is implemented in accordance with appropriate workplace rules, regulations and guidelines

3 Take action to control unlawful behaviour

- 3.1** Assistance is sought from other staff and external support services, as required
- 3.2** Nature of offence and behavioural consequences are clearly communicated to offender/s
- 3.3** Staff involvement in apprehending offender/s is undertaken within legal and workplace parameters

4 Report and document incident/s

- 4.1** Incidents are reported using appropriate document format in accordance with workplace policies and procedures
- 4.2** Documentation is drafted in accordance with workplace rules, regulations and guidelines

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 TLIO3012A Manage disruptive and/or unlawful behaviour.

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 TLIO3012 Manage disruptive and/or unlawful behaviour

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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 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.

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