



Australian Government

Assessment Requirements for TLIP0002 Advise on and construct fares for customers

Release: 1

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Modification History

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 relevant industry regulatory requirements and workplace procedures
- carrying out relevant research and analysis
- carrying out sales and refund procedures
- communicating and working effectively with others
- completing relevant documentation
- constructing fares and itineraries or tickets in accordance with workplace procedures
- interpreting and following operational instructions and prioritising work
- processing concessional entitlements in accordance with workplace procedures
- 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:

- air, coach, ferry, tram or rail fare structures and schedules
- documentation and record requirements
- problems that may occur when advising on and constructing fares and itineraries or tickets for customers, and appropriate actions that can be taken to resolve these problems
- procedures for developing fare and itineraries or tickets
- relevant consumer law and trade practice requirements
- transport provider information and capability.

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
- applicable documentation including workplace procedures, tourist industry regulations, codes of practice and operation manuals.

Links

Companion Volume Implementation Guide -

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