



Australian Government

Assessment Requirements for TLIP0006

Develop plans to meet customer and organisation needs

Release: 1

Assessment Requirements for TLIP0006 Develop plans to meet customer and organisation needs

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 the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant legislation and workplace policies and procedures
- communicating and negotiating effectively with others when developing plans to meet customer and organisation needs
- completing relevant documentation
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- researching and assessing customer and organisation requirements
- working collaboratively with others when developing plans to meet customer and organisation needs
- working systematically with required attention to detail.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- analysis of business operations for planning purposes
- continuous improvement processes
- relevant regulatory, code or compliance requirements related to the plan
- relevant workplace policies and procedures
- typical problems that can occur when developing plans to meet customer and organisation needs, and related appropriate action that can be taken
- workplace protocols and procedures for developing plans to meet customer and organisation needs, including strategic planning, tactical planning and quality improvement of services/operations/products.

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, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures 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>