



Australian Government

TLIP0006 Develop plans to meet customer and organisation needs

Release: 1

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.

Application

This unit involves the skills and knowledge required to develop plans to meet customer and organisation needs.

It includes preparing and contributing to strategic planning, contributing to documentation preparation, and communicating planning outcomes to meet customer and organisation needs.

Work is performed under limited or minimum supervision with general guidance on progress and outcomes. It involves discretion and judgement for self and others in developing plans to meet customer and organisational needs.

Work involves responsibility for developing work plans and leading others individually or in teams.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Prepare to contribute to

PERFORMANCE CRITERIA

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

1.1 Relevant customer and organisation information is

strategic planning	collected
	1.2 Emerging market trends are identified
	1.3 Opportunities for product and service enhancement are determined
	1.4 Strategies to strengthen the workplace market focus and customer relationships are drafted
2 Contribute to planning	2.1 The vision and values of the organisation are understood in relation to planning processes
	2.2 Developed strategies are presented for consideration
3 Contribute to documentation preparation	3.1 Documents are prepared in consultation with others and as directed
	3.2 Compliance checks related to documentation are completed
	3.3 Documentation preparation is reviewed and updates are suggested
4 Communicate planning outcomes	4.1 Outcomes of planning processes is communicated to stakeholders
	4.2 Feedback from stakeholders is gathered
	4.3 Outcomes from feedback activities is communicated to management
	4.4 Follow-up on feedback is actioned

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 TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is not equivalent to TLIP4001 Develop plans to meet customer and organisation needs.

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 TLIP0006 Develop plans to meet customer and organisation needs

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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.

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