



Australian Government

Assessment Requirements for TLIP2033

Sell products and services

Release: 1

Assessment Requirements for TLIP2033 Sell products and services

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:

- adapting to differences in equipment in accordance with standard operating procedures
- applying relevant legislation and workplace procedures
- carrying out required research activities when selling products and services
- carrying out financial transactions in accordance with workplace procedures
- communicating and negotiating effectively with others when selling products and services
- completing relevant documentation and data entry transactions creating promotional layouts
- marketing and promoting products and services
- modifying activities depending on operational contingencies and environments
- monitoring and prioritising work activities in terms of planned schedule
- reading, interpreting and following instructions, procedures and product information relevant to selling products and services
- selecting and using relevant office and communications equipment and materials when selling products and services
- working collaboratively with others when selling products and services
- working systematically with required attention to detail.

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:

- advertising policies
- applicable insurance and public liability
- Australian and international transport industry guidelines
- communication and negotiation requirements when selling products and services
- documentation and record requirements
- equipment and materials used when selling products and services, and procedures and precautions that should be followed in their use
- problems that may occur when selling products and services and appropriate action that can be taken to resolve these problems
- relevant consumer laws and trade practice requirements
- relevant regulations and codes of practice
- transport system fare structure and schedules
- workplace procedures and policies for selling products and services
- workplace products and services.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the Standards for Registered Training Organisations, current at the time of assessment.

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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 include:

- a range of relevant exercises, case studies and/or other simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment currently used in industry
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.
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Links

Companion Volume implementation guides are found in VETNet -

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

