



Australian Government

Assessment Requirements for TLIP2039

Ensure the confidentiality, privacy and security of customer information

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:

- accessing and securing records
- applying relevant privacy legislation and workplace procedures
- clarifying requirements and resolving difficult issues with customers
- communicating effectively with customers and relevant personnel
- documenting activities where confidentiality, privacy and security are maintained
- identifying types of requests that are likely to be made and providing appropriate responses.

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:

- commonwealth privacy legislation and Australian Privacy Principles
- organisational policies and procedures for confidentiality, privacy and security
- relevant legislation, regulations, codes of practice and standards that impact on business operations
- relevant workplace security procedures.

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.

Assessment must occur in workplace operational situations or, where this is not available, 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 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.

Links

Companion Volume implementation guides are found in VETNet -

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