



Australian Government

TLIP4001 Develop plans to meet customer and organisation needs

Release: 1

TLIP4001 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 contributing to strategic planning, analysing market needs, contributing to business documentation and communicating with other members of the organisation on planning matters.

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 Contribute to strategic planning

PERFORMANCE CRITERIA

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

1.1 Contribution is made to shared vision and values of the organisation by assisting with examining future opportunities and directions and their use in shaping

business goals and objectives

1.2 Contribution is made to strategic planning by assisting with investigating the business environment of the organisation

2 Analyse market needs

2.1 Customer needs are researched and outcomes are analysed and interpreted to establish business options and opportunities

2.2 Opportunities are identified for product and service enhancement through an analysis of existing and potential market opportunities and the development of strategies to strengthen the workplace market focus in suitable directions

3 Contribute to business documentation

3.1 Contributions are made to preparing organisational business plans/budgets

3.2 All workplace insurance needs are identified and suitable cover is taken out

4 Communicate with other members of the organisation

4.1 Outcomes of planning process are communicated to appropriate persons in the organisation

4.2 Feedback mechanisms are used to ensure continuous improvement of planning processes and outcomes

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 Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIP4001A 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 TLIP4001 Develop plans to meet customer and organisation needs

Modification History

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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 legislation and workplace procedures
- communicating and negotiating effectively with others when developing plans to meet customer and organisation needs
- completing relevant documentation
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities in terms of planned schedule
- reading, interpreting and following relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems that may arise, in accordance with regulatory requirements and workplace procedures
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks
- surveying 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 without injury to self or others, or damage to goods or equipment.

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:

- focus of operation of business planning systems and resources
- insurance requirements relevant to business operations
- relevant regulatory and code requirements
- relevant workplace business management policies and practices, including requirements for maintaining security and confidentiality
- resource availability including the processing capacity of equipment and software systems for planning activities
- 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

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 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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