



Australian Government

TLIP4031 Maintain customer credit accounts and services

Release: 1

TLIP4031 Maintain customer credit accounts and services

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 maintain customer credit accounts and services in accordance with workplace requirements, as part of work activities in the transport and logistics industry.

It includes establishing and maintaining customer credit accounts and services, and maintaining a customer information system.

Work is performed under some supervision generally within a team environment.

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 Establish and maintain customer credit accounts and services

PERFORMANCE CRITERIA

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

- 1.1 Lines of credit and other credit facilities are established and communicated to customers
- 1.2 Customer payment schedules are monitored
- 1.3 Debtors are regularly identified and listed to initiate follow-up action

- 1.4 Debt recovery procedures are initiated and if unsuccessful, approval is sought to write off bad debts
- 2 Maintain customer information system**
 - 2.1 Status of credit accounts is conveyed to customers on a regular basis
 - 2.2 Statistical returns are prepared displaying actual against anticipated performance
 - 2.3 Database information regarding products and services sales on credit is maintained
 - 2.4 Customer queries are dealt with promptly and courteously
 - 2.5 Security of database and data integrity is maintained

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 TLIP4031A Maintain customer credit accounts and services.

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 TLIP4031 Maintain customer credit accounts and services

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:

- adapting to differences in equipment in accordance with operating procedures
- applying relevant legislation and workplace procedures
- communicating effectively with others
- completing relevant documentation
- 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 and signs
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using relevant computer, communications and office equipment
- working collaboratively with others
- 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:

- Australian and international codes and regulations relevant to freight services, including the Australian Dangerous Goods (ADG) Code and relevant bond, quarantine or other legislative requirements
- documentation requirements for maintaining customer credit accounts and services
- information on relevant aspects of credit services, including credit services offered by the workplace, credit account systems, credit ratings and limits, and credit approval policies and procedures
- methods of payment including letters of credit, cheques, promissory notes, bank drafts
- operational work systems, equipment, management and site operating systems for maintaining customer credit accounts and services
- problems that may occur and appropriate action that can be taken to resolve these problems
- workplace procedures and policies for maintaining customer credit accounts 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 simulations
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry.

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