



Australian Government

Assessment Requirements for TLIPC1004 Complete courier delivery operations

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:

- adapting and modifying pick-up and delivery activities depending on workplace contexts, resources and environment
- applying relevant legislation and workplace procedures
- communicating effectively and using appropriate strategies when listening, questioning and receiving feedback
- communicating effectively verbally and in writing as required for courier pick-up and delivery operations
- completing calculations required for transactions when completing pick-up and delivery operations
- following relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and responsibilities including safe lifting and carrying procedures
- identifying and correctly using mobile phones and other equipment and technology required to complete pick-up and delivery tasks
- interpreting and following a set of instructions for a pick-up and delivery operations
- keeping required records of pick-up and delivery operations
- planning a route and schedule to complete required workplace tasks
- recognising limitations and asking for help or information about work requirements and procedures
- responding appropriately to cultural differences in interactions with customers and colleagues
- taking appropriate initiative to deal with problems and to complete tasks
- using appropriate techniques to solve or report problems identified when completing pick-up and delivery operations
- working cooperatively and collaboratively with others to complete pick-up and delivery tasks.

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:

- basic mathematical operations and techniques needed to plan pick-up and delivery routes and schedules, and to complete financial transactions involved
- pick-up and delivery procedures, policies and instructions
- procedures for identifying and using relevant workplace technology when carrying out workplace calculations
- relevant workplace standards and duty of care requirements
- safe lifting and carrying policies and procedures
- systems and equipment used during pick-up and delivery processes and instructions, processes and precautions for their use
- typical mathematical problems involved in courier delivery operations and appropriate action and solutions.

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>

