



Australian Government

Department of Education, Employment and Workplace Relations

TLII907C Provide on-board services to customers

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to provide on-board services to customers including establishing effective communication with customers, identifying and assessing the needs and expectations of different customers, and providing for the identified customer requirements in accordance with company procedures.

Application of the Unit

Work is performed individually, and guidance or advice is available where necessary. Work involves the application of routine workplace procedures to the provision of on-board services to customers on transport vehicles/vessels.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of Employability Skills. The Employability Skills Summary of the qualification in which this competency is packaged will assist in identifying employability skill requirements.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency. Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Establish effective communication with customers	1.1 All customers are greeted in a polite and friendly manner, and formal and informal communication styles are applied as appropriate 1.2 All communications with customers are conducted in a manner which is consistent with organisation's policy
2 Identify and assess the needs and expectations of different customers	2.1 Individual customer needs and expectations are identified so that appropriate products and services may be provided 2.2 Customers with special needs are identified and appropriate attention is given to ensure that their requirements are satisfied 2.3 Limitations to service provision are identified, communicated to customers, and checked for understanding
3 Provide the identified customer requirement	3.1 All needs and reasonable requests of customers are met in a consistent and timely manner 3.2 Customer dissatisfaction is promptly recognised and appropriate steps are taken to restore goodwill 3.3 Anticipated problems are correctly identified and monitored and action is taken to minimise their effects on customer satisfaction 3.4 Opportunities to enhance the quality of service are taken whenever possible 3.5 Information regarding both anticipated and unanticipated problems and delays is promptly communicated to customers

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

Relevant state and territory regulations and requirements pertaining to revenue protection

Relevant OH&S and environmental protection procedures and guidelines

Details of on-board services provided to customers

Organisation's transport services

Procedures for the use of communications equipment

Fare structures

Concessional privileges

Timetables

Organisational policies and procedures

Customer service requirements

Services for customers with disabilities

Typical problems that can occur when providing on-board services to customers and related appropriate action that can be taken to prevent or solve them

Required skills:

Communicate effectively with others when providing on-board services to customers

Handle and resolve conflict and grievance situations that may arise during the provision of on-board services to customers

Read and interpret instructions, procedures, information and signs relevant to the provision of on-board services to customers

Interpret and follow operational instructions and prioritise work

Complete documentation related to the provision of on-board services to customers

Operate electronic communication equipment to required protocol

Work collaboratively with others when providing on-board services to customers

Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when providing on-board services to customers in accordance with workplace procedures

Implement contingency plans for unanticipated situations that may arise when providing on-board services to customers

Apply precautions and required action to minimise, control or eliminate hazards that may exist during the provision of on-board services to customers

Monitor work activities in terms of planned schedule

Modify activities depending on differing operational contingencies, risk situations and environments

Complete transactions and revenue protection activities during the provision of on-board services to customers

Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment

Operate and adapt to differences in equipment in accordance with standard operating procedures

Select and use required personal protective equipment conforming to industry and OH&S standards

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:

the underpinning knowledge and skills

relevant legislation and workplace procedures

other relevant aspects of the range statement

Context of and specific resources for assessment

Performance is demonstrated consistently over a period of time and in a suitable range of contexts

Resources for assessment include:

a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or

access to an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

relevant and appropriate materials and/or equipment, and/or

applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

Assessment of this unit must be undertaken by a registered training organisation

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

through appropriately simulated activities at

the registered training organisation, and/or
in an appropriate range of situations in the
workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Operations may be conducted:	- in restricted spaces or exposed conditions or controlled or open environments - in a range of weather conditions - by day or night
Equipment may include:	- use in restricted spaces or exposed conditions or controlled or open environments - office equipment - communication equipment - computer software
On-board service applies to:	- all long distance rail/coach/bus trips - all points of customer contact before, during and after the journey - all internal, external and potential customers
Customers with special needs include:	- international visitors - pregnant women - the elderly - physically and/or mentally disabled persons - children travelling alone or under supervision
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - organisational procedures - established procedures
Information/documents may include:	- workplace policies and procedures - customer requests - customer service standards and procedures - competency standards and training materials - quality assurance procedures

Applicable regulations and legislation may include:

security and emergency procedures
relevant state/territory transport regulations
relevant state/territory OH&S regulations and legislation
relevant state/territory environmental protection legislation

Unit Sector(s)

Not applicable.

Competency Field

I - Customer Service