



Australian Government

Department of Education, Employment and Workplace Relations

TLIC3035A Manage the operation of a tow truck

Release: 1

TLIC3035A Manage the operation of a tow truck

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage tow truck operations including carrying out pre-operational checks on a tow truck; driving a tow truck carrying/towing a load; operating ancillary equipment; and completing documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Persons achieving competence in this unit will need to fulfil the applicable legislation and relevant regulations covering the operation of the tow truck and related equipment, including tow truck regulations, road rules, load restraint regulations, OH&S regulations and environmental protection requirements.

Work is performed with minimum supervision. It involves the application of application of driving principles and procedures for safe tow truck operations.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

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

ELEMENT

PERFORMANCE CRITERIA

1 Carry out pre-operational checks on the tow truck

- 1.1 The pre-operational checks for the tow truck are carried out as per government regulations, manufacturers requirements, and workplace policies and procedures
- 1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures
- 1.3 Checks are made to ensure that the vehicle or load being towed or carried is secured as per tow truck operational practice and regulatory requirements

2 Drive a tow truck carrying or towing a vehicle or other load

- 2.1 The tow truck is manoeuvred in accordance with the established towing practice, regulations/permit requirements for the class of vehicle involved and the vehicle being towed or the load being carried
- 2.2 Appropriate defensive driving techniques are applied for the prevailing road, traffic and weather conditions
- 2.3 The tow truck is driven along appropriate routes in accordance with the relevant codes, relevant government regulations and workplace policies
- 2.4 The vehicle or load is transported and the vehicle manoeuvred in accordance with any required precautions relating to unusual/special characteristics of the load and/or relevant government regulations pertaining to the special load
- 2.5 Signs or indicators are fixed to the vehicle if required
- 2.6 In the event of a driving emergency, appropriate procedures are followed taking into account the vehicle being towed or the load being carried
- 2.7 Symptoms of fatigue are recognised and appropriate fatigue management strategies are applied during towing operations

3 Operate ancillary equipment on the tow truck

- 3.1 A visual check of the internal and external condition of the ancillary equipment on the tow truck is carried out in accordance with workplace procedures
- 3.2 Towing equipment is tested to ensure it functions correctly to manufacturers specifications
- 3.3 Towing equipment is operated in accordance with manufacturers specifications and regulatory requirements
- 3.4 Attachment points used in the towing operation and the weight of the vehicle being towed or load being carried are checked to ensure that they are consistent with established towing practice, regulatory requirements and the permissible safe working loads for the tow truck and its associated towing equipment

4 Complete documentation

- 4.1 Records of tow truck operations and related maintenance of the tow truck and ancillary equipment are kept in accordance with

ELEMENT**PERFORMANCE CRITERIA**

workplace procedures

4.2 All forms and official record requirements related to towing operations are completed in accordance with regulatory requirements and company procedures

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 towing permit and licence requirements of the state/territory road traffic authority concerned
- Relevant road rules and related regulations of the state/territory road traffic authority concerned
- Relevant OH&S and environmental procedures and regulations
- Tow truck controls, instruments and indicators and their use
- Tow truck handling procedures both with and without a tow or load
- Driving hazards and related defensive driving techniques
- Workplace driving and operational instructions
- Procedures to be followed in the event of an emergency when operating a tow truck including the use of portable fire extinguishers
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on a tow truck and its towing equipment and related action that should be taken
- Differences between transmission types on various types of tow trucks and the implications for driving techniques
- Map reading and road navigation techniques relevant for the area of tow truck operations
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a tow truck
- Factors which increase fatigue-related accidents
- Causes and effects of fatigue on drivers
- Strategies and techniques to manage on-road fatigue
- Lifestyles which promote the effective long-term management of fatigue
- Records and documentation requirements for tow truck operations and procedures for their

REQUIRED KNOWLEDGE AND SKILLS

completion

Required skills:

- Communicate effectively with others when carrying out tow truck operations
- Read and comprehend simple statements in English
- Read and interpret instructions, procedures, regulations, signs, charts, maps, and labels relevant to tow truck operations and apply them to towing activities
- Complete documentation required when carrying out tow truck operations
- Work safely and collaboratively with others when carrying out tow truck operations
- Modify activities and take appropriate initiatives depending on differing towing contexts, risk situations and environments
- Recognise symptoms of fatigue that may occur during tow truck operations and take appropriate action
- Recognise problems that may occur in the course of tow truck operations and take appropriate action
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when carrying out tow truck operations
- Adapt to changes in equipment and standard operating procedures required for tow truck operations
- Plan own work including predicting consequences and identifying improvements
- Participate in identifying and meeting own learning needs
- Provide information on towing services and their features
- Correctly use required personal protective equipment required for tow truck operations including the operation of portable fire extinguishers
- Identify, select and use equipment, processes and procedures relevant to required tow truck operations

Evidence Guide

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

- 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

EVIDENCE GUIDE

unit

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/or 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 equipment, and
 - 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 activities in an appropriately simulated environment 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.

Work may be conducted:

- in a range of towing situations
- by day or night
- in a range of weather conditions

Required towing vehicle may

- tilt tray tow truck with winch (5 tonne, 7.5 tonne and 10

RANGE STATEMENT

include:	tonne capacity) • tow truck with crane and cradle • towing vehicle with a detachable self loading table top • articulated drop-deck low loader • trailer
Customers may be:	• vehicle owners • operators of expressways, freeways, tollways or tunnels • police and other emergency services personnel • local government authorities • car park operators • road traffic authorities • owners and operators of equipment elevating work platforms, forklifts, small load shifting equipment, etc.
Towing situations may include:	• vehicle accidents • vehicle breakdowns • expressway breakdowns and accidents • tunnel breakdowns and accidents • stolen cars • vehicles illegally parked on clearways • vehicles illegally parked in car parks • abandoned vehicles • carriage of equipment such as elevating work platforms, forklifts, small load shifting equipment, etc.
Purpose of equipment checking and inspection is to ensure:	• it is free from damage and faults that may prejudice safety or limit operational capability • any identified faults or problems are rectified and/or reported as per company procedures prior to towing operations
Minor routine repairs may include:	• replacement of blown globes in vehicle lights • replacement of broken fan belt • replacement of blown fuse • replacement of door mirrors • repairs to rear tail-light lens • changing of tyres • repair of tyre punctures • replacement of broken coolant hose • repair or replacement of faulty towing equipment
Driving hazards may include (examples only):	• wet and iced roads • oil on road • animals and objects on road

RANGE STATEMENT

	• fire in tow truck • leaking fuel • faulty brakes • parked vehicles on the road • faulty steering mechanism on tow truck • pedestrians crossing the road • flooded sections of road • windy sections of road • foggy conditions
Factors that can cause traffic delays and diversions may include (examples only):	• traffic accidents • flooded sections of road • road damage • bridge/tunnel damage • road works • building construction • emergency situations such as bushfires, building fires, etc. • road closures for special events such as marches, parades, etc. • holiday traffic • road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
Potential hazards that may occur in various towing situations may include:	• vehicular traffic at the scene • live electrical wires • contaminated blood at scene • weather conditions • oil on vehicle trays (slippery surfaces) • unsafe or damaged equipment • unsafe procedures in the use of towing equipment • fire at the scene • spilt or leaking fuel or dangerous or hazardous goods or substances • unsafe manual lifting procedures • sharps that may be contaminated with transmittable diseases
Hazard control strategies may include:	• reporting the problem and carrying out repairs (depending on the level and extent of work required), or isolating and tagging the faulty equipment and advising appropriate personnel of the fault and need for repair or replacement
Depending on the organisation concerned workplace procedures may be called:	• use of flashing lights on vehicles • deployment of safety equipment such as warning signs or witch's hats

RANGE STATEMENT

	• strategic positioning of towing vehicle • use of appropriate personal protective equipment and clothing • use of safe procedures in the use of towing equipment • checking equipment and isolating, rectifying or reporting any defective equipment • following correct safety procedures in the event of live fallen electrical wires at an accident scene • following correct procedures in the event of spilt or leaking fuel or dangerous or hazardous goods or substances as per the Australian Dangerous Goods Code • using correct portable firefighting equipment to control a fire at the scene • use of personal protective equipment • use of reflective raincoats and vests • correct manual lifting strategies • cleaning of vehicles (including removal of oil from vehicle trays)
Depending on the organisation concerned, operating procedures may be called:	• standard operating procedures • company procedures • enterprise procedures • organisational procedures • established procedures
Personal protective equipment may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing (raincoats and vests) • portable fire extinguishers
Communication at towing sites and in the work area may include:	• mobile phone • fax • email • internet • RF communications • oral, aural or signed communications
Information and documents may include:	• state/territory tow truck driver licence certification requirements • state/territory road rules • workplace driving instructions and procedures for drivers of tow trucks • tow truck manufacturers instructions, specifications and

RANGE STATEMENT

- recommended operating procedures, including preoperational checks of the tow truck and its equipment
- standard procedures and policies for the operating a tow truck
 - manufacturers specifications for towing vehicle, equipment and tools
 - workplace and client instructions
 - relevant OH&S requirements and policies
 - relevant Australian standards and certification requirements
 - material safety data sheets where applicable
 - quality assurance standards
 - emergency procedures
- Applicable legislation, regulations and codes may include:
- relevant state/territory roads and traffic authority driving regulations and licence/permit requirements pertaining to the tow truck operations
 - relevant state/territory load restraint regulations
 - relevant state/territory OH&S legislation
 - relevant state/territory fatigue management regulations
 - relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation