



Australian Government

Department of Education, Employment and Workplace Relations

TLIE2017A Undertake initial removal survey

Release: 1

TLIE2017A Undertake initial removal survey

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required by removal crew members to undertake initial removal surveys including the correct parking of a removal vehicle, the determination of access arrangements, the identification of potential hazards, the development of an appropriate removal plan prior to uplift, and completion of all relevant records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be carried out in accordance with workplace procedures, the Operations Furniture Removalist Manual and relevant standards and certification requirements.

Work is normally performed under general supervision. Defined accountability and responsibility for self and others in achieving the required outcomes is involved.

It involves the application of standard furniture removals procedures when carrying out initial removal surveys across a variety of removal contexts.

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 Park vehicle

- 1.1 Vehicle is parked with due consideration of critical factors
- 1.2 Plan for access to vehicle ensures minimisation of traffic wear on gardens and lawns, and avoidance of obstructions
- 1.3 Potential hazards are identified and appropriate action is planned to minimise risk of injury and/or damage to items and equipment during removal activities

2 Define job requirements

- 2.1 Customers needs and perception of job are clearly established through appropriate questioning and discussion based on removal consultant appraisal
- 2.2 Initial inspection of total job is undertaken with customer and an appropriate loading sequence is ascertained
- 2.3 Potential internal hazards are identified and appropriate action is planned to minimise risk or injury and/or damage to items, equipment or structure
- 2.4 Special requirements are identified and negotiated with the customer
- 2.5 Customer is appropriately advised of any pre-damaged or damage-risked items and appropriate documentation is completed
- 2.6 Items unacceptable for removal are identified and the customer is appropriately informed

3 Complete records

- 3.1 Required records are updated accurately, legibly and promptly according to company procedures
- 3.2 Records are checked to ensure they include all required information relevant to the job
- 3.3 Changes to consultants appraisal are confirmed with the office in accordance with 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 licence and traffic regulations of the relevant state/territory road traffic authority
- Relevant OH&S and environmental protection legislation and policies
- Furniture removal procedures and codes of practice

REQUIRED KNOWLEDGE AND SKILLS

- Relevant agreements and legislation applicable to furniture removal
- Customer service requirements including language, courtesy, behaviour and problem solving
- Company work procedures
- Hazards that may be experienced on a removal job and related hazard control measures
- Items unsuitable for removal and the associated reasons
- Special requirements that may need to be addressed in a removal and the related procedures to be adopted
- Records and signed agreements that are completed during an initial removal survey and related procedures

Required skills:

- Communicate effectively with others when undertaking an initial removal survey
- Read and interpret instructions, procedures, information and signs relevant to an initial removal survey
- Interpret and follow operational instructions and prioritise work
- Complete documentation required for an initial removal survey
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when undertaking an initial removal survey
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when undertaking an initial removal survey in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when undertaking an initial removal survey
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to furniture or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the

EVIDENCE GUIDE

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/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

RANGE STATEMENT

environments and situations that may affect performance.

- | | |
|--|---|
| Removal sites may include: | <ul style="list-style-type: none">• domestic premises• industrial premises• commercial premises |
| Customers may be: | <ul style="list-style-type: none">• internal and external |
| Operations may be conducted: | <ul style="list-style-type: none">• by day or night• in a variety of weather conditions |
| Critical factors when parking a removal vehicle may include: | <ul style="list-style-type: none">• parking and traffic restrictions• obstructions• suitability of driveway (e.g. to support vehicle weight) |
| Hazards may include: | <ul style="list-style-type: none">• power and telephone lines, trees and landscaping• driveway length and surface• parking restrictions• stairs and steps• lawn sprinklers on automatic timers• obstructions• uneven or unstable ground• door and passageway widths and tight internal corners• low hanging light fittings and other fixture obstructions• unfriendly pets |
| Requirements for access may include: | <ul style="list-style-type: none">• site restrictions and procedures• personal protective equipment• authorities and permits• security arrangements at the site• hours of operation• removal duration• additional gear and equipment• communications equipment |
| Consultative processes may involve: | <ul style="list-style-type: none">• customers• other employees and supervisors• management and other office personnel• union representatives• occupational Health and Safety specialists• other professional and technical staff and tradespeople |
| Special requirements may include: | <ul style="list-style-type: none">• dismantling of items• temporary removal of doors and fittings on site• the use of tradespersons such as electricians, carpenters, cabinet makers, etc. |

RANGE STATEMENT

- Communications may include:
- fixed and mobile phones, radio, fax, laptop computer/Internet
 - oral/aural communications
 - written communications, including completing and signing documents
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
- Calculations may involve the basic use of a range of technology including:
- manual techniques
 - calculator
 - computer
- Documentation may include:
- consultant appraisal report
 - Operations Furniture Removalist Manual
 - job specifications and procedures
 - manufacturers specifications
 - workplace operating procedures and policies
 - customer instructions
 - standards and certification requirements
 - quality assurance procedures
 - emergency procedures
 - job safety analysis
 - site plan
- Applicable procedures and codes may include:
- relevant state/territory roads and traffic authority vehicle driver licence requirements
 - relevant state/territory traffic act and related regulations
 - relevant state/territory OH&S legislation and regulations
 - relevant state/territory environmental protection legislation and regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

E - Communication and Calculation