



Australian Government

TLIE2032A Assess removal

Release 1

TLIE2032A Assess removal

Modification History

Release 1. This is the first release of this unit.

Unit Descriptor

This unit involves the skills and knowledge required to assess a removal load for pre-packing. It includes selecting packing materials and equipment, identifying potential hazards, identifying discrepancies against the inventory, ensuring all pre-packed items are ready for uplift, and completing of all relevant records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Work must be carried out in accordance with workplace procedures, 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.

This unit involves the application of standard furniture removal procedures by removal crew members when carrying out assessment of removal needs across a variety of removal contexts.

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Nil

Employability Skills Information

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

- | | |
|---------------------------------------|---|
| 1 Check removal requirements | <ul style="list-style-type: none">1.1 Potential internal hazards are identified and appropriate action is planned to minimise risk or injury and/or damage to items, equipment or structure1.2 In consultation with client, consultant/client inventory is checked for accuracy and discrepancies are made known to appropriate personnel in accordance with workplace procedures1.3 Special requirements are identified in consultation with client and documented in accordance with workplace procedures1.4 Client is advised of any pre-damaged or damage-risked items and appropriate documentation is completed1.5 Items unacceptable for removal are identified and client is appropriately informed |
| 2 Complete uplift preparations | <ul style="list-style-type: none">2.1 Pre-packed items of furniture and effects are stored appropriately at client premises to ensure orderly and efficient uplift2.2 Required records are updated accurately, legibly and promptly in accordance with workplace procedures2.3 Records are checked to ensure they include all required information relevant to the job2.4 Changes to consultant appraisal are confirmed with office in accordance with workplace procedures2.5 Confirmed items are appropriately prepared for travel in accordance with workplace procedures |

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Client service requirements including language, courtesy, behaviour and problem solving
- Company work procedures
- Furniture removal procedures and codes of practice
- Hazards that may be experienced on a removal job and related hazard control measures
- Items unsuitable for removal and associated reasons
- Records and signed agreements that are completed during a removal load assessment and related procedures
- Relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation and policies
- Relevant state/territory procedures and codes:
 - environmental protection legislation and regulations
 - roads and traffic authority vehicle driver licence requirements
 - traffic Act and related regulations
 - WHS/OHS legislation and regulations
- Relevant agreements and legislation applicable to furniture removal
- Special requirements that may need to be addressed in a removal and related procedures to be adopted
- Uplift requirements

Required skills:

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Communicate effectively with others
- Complete relevant documentation
- Implement contingency plans for unanticipated situations that may occur
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Monitor work activities in terms of planned schedule
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Operate electronic communication equipment to required protocol
- Promptly report and/or rectify any identified problems that may arise in accordance with regulatory requirements and workplace procedures
- Read and interpret relevant instructions, procedures, information and signs

- Select and use required personal protective equipment conforming to industry and WHS/OHS standards
- Work collaboratively with others
- Work systematically with required attention to detail without injury to self or others or damage to furniture or equipment

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 competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- required 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 time and in a suitable range of contexts.

Resources for assessment include access to:

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

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.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation of the candidate checking requirements against the inventory, ensuring items are ready for uplift and completing records
- direct observation of the candidate applying relevant WHS/OHS requirements and work practices.

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.

- | | |
|--|---|
| Removal sites may include: | <ul style="list-style-type: none">• commercial premises• domestic premises• industrial premises |
| Clients may be: | <ul style="list-style-type: none">• external• internal |
| Operations may be conducted: | <ul style="list-style-type: none">• by day or night• in a variety of weather conditions |
| Personal protective equipment may include: | <ul style="list-style-type: none">• gloves• high visibility vests• safety footwear• safety glasses |
| Hazards may include: | <ul style="list-style-type: none">• door and passageway widths and tight internal corners• driveway length and surface• lawn sprinklers on automatic timers• low hanging light fittings and other fixture obstructions• obstructions• parking restrictions• power and telephone lines, trees and landscaping• stairs and steps• uneven or unstable ground• unfriendly pets |
| Requirements for access may include: | <ul style="list-style-type: none">• additional gear and equipment• authorities and permits• communications equipment• hours of operation• personal protective equipment• removal duration• security arrangements at the site• site restrictions and procedures |
| Consultative processes may involve: | <ul style="list-style-type: none">• clients• management and other office personnel• other employees and supervisors• other professional and technical staff and trades people• union representatives |

Special requirements may include:

- WHS/OHS specialists
- considering items important to the client
- dismantling items
- items that are not to be removed
- temporary removal of doors and fittings on site
- using tradespersons such as electricians, carpenters, cabinet makers

Communications may include:

- fixed and mobile phones, radio, fax, laptop computer/Internet
- oral/aural communications
- written communications, including completing and signing documents

Workplace procedures may include:

- company procedures
- enterprise procedures
- established procedures
- organisational procedures

Calculations may involve the basic use of a range of technology including:

- calculator
- computer
- manual techniques

Documentation may include:

- client instructions
- consultant appraisal report
- emergency procedures
- job safety analysis
- job specifications and procedures
- manufacturer specifications
- quality assurance procedures
- site plan
- standards and certification requirements
- workplace operating procedures and policies

Unit Sector(s)

Not applicable.

Competency Field

E – Communication and calculation