



Australian Government

Department of Education, Employment and Workplace Relations

TLIG4005A Organise transport workload

Release: 1

TLIG4005A Organise transport workload

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to organise transport workload, including organising and accepting responsibility for own workload, participating in identifying and meeting own learning needs, and planning and organising a personal daily routine. 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 compliance with the relevant regulations for the transport of articles for courier delivery.

Work is performed under generally indirect supervision. It involves the application of the basic principles and routine procedures to organise own transport workload as part of courier/delivery 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 Organise and accept responsibility for own workload | <ul style="list-style-type: none">1.1 Priorities and deadlines are established in consultation with others (as appropriate) and recorded1.2 Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected1.3 Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions1.4 Variations and difficulties affecting work requirements are identified through regular reviews, and action is taken to report these issues to supervisory staff1.5 Additional support to improve work is communicated clearly to appropriate personnel |
| 2 Participate in identifying and meeting own learning needs | <ul style="list-style-type: none">2.1 Operations of the workplace, workplace equipment and focus of endeavour are identified2.2 Organisational structure, career paths and training opportunities appropriate to the enterprise are identified2.3 Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements2.4 Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others |
| 3 Plan and organise a personal daily routine | <ul style="list-style-type: none">3.1 Daily routine is planned to take into account rosters, industrial agreements and workplace procedures3.2 Clarification of requirements of tasks is sought when appropriate3.3 Achievable time and other performance measures are agreed3.4 Tasks are completed with variations to plan identified and reported3.5 Inability to complete operations are relayed to appropriate personnel in accordance with workplace 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:

REQUIRED KNOWLEDGE AND SKILLS

- Relevant state/territory mass and loading regulations and permit requirements
- OH&S procedures and guidelines relevant to courier and delivery operations
- Risks in courier and delivery operations and related precautions to control the risk
- Workplace procedures and policies for organising transport loads in courier and delivery operations
- Principles, duty of care and obligations within the chains of responsibility in the transport industry
- Typical issues and problems that can occur when organising a transport workload and appropriate ways of dealing with them
- Housekeeping standards and procedures required in the workplace
- Requirements of courier work systems and operations and relevant equipment
- Methods and strategies for organising transport loads in courier and delivery operations

Required skills:

- Communicate effectively with others when organising a transport workload
- Read and interpret instructions, procedures and information relevant to organising a transport workload
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to organising a transport workload
- Operate electronic communication equipment to required protocol
- Estimate the size, shape and special delivery requirements of cargo, mail and courier items
- Work collaboratively with others when organising a transport workload
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified issues or problems that may occur when organising a transport workload in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when organising a transport workload
- Apply precautions and required action to minimise, control or eliminate hazards that may exist when organising a transport workload
- Plan own work including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Identify and correctly use equipment required when organising loads
- Work systematically with required attention to detail without injury to self or others, or

Required skills:

damage to goods or equipment

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 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

EVIDENCE GUIDE

- 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: | <ul style="list-style-type: none">• in a range of work environments and weather conditions• by day or night |
| Customers may be: | <ul style="list-style-type: none">• internal or external |
| Operations may be: | <ul style="list-style-type: none">• undertaken on- or off-base site |
| Work activities may be: | <ul style="list-style-type: none">• routine or adopted for purposes involving courier deliveries, related clerical, packing and or load shifting activities• activities associated with the planning of work |
| Hazards may include: | <ul style="list-style-type: none">• vehicular traffic and pedestrians• uneven ground, steps, road surfaces• dust and vapours• hazardous or dangerous materials• humidity, air temperature and radiant heat• light including UV• noise |
| Consultative processes may involve: | <ul style="list-style-type: none">• clients• other employees and supervisors• management• union representatives• industrial relations, Occupational Health and Safety specialists• other professional or technical staff |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures |
| Communication in the work area may include: | <ul style="list-style-type: none">• fixed phone• mobile phone• fax |

RANGE STATEMENT

Personal protective equipment may include:

- email
- internet
- radio
- oral, aural or signed communications
- gloves
- safety headwear and footwear
- sunglasses and UV protection
- two-way radios
- high visibility clothing

Information/documents may include:

- operations manuals
- induction documentation
- competency standards and training materials
- job specifications and procedures
- manufacturers specifications for relevant equipment
- Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail/courier items
- workplace procedures and policies for courier/delivery operations
- supplier and/or client instructions
- award, enterprise bargaining agreement, other industrial arrangements
- standards and certification requirements
- quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- state/territory roads and traffic authority road rule and licence requirements
- Australian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail
- relevant state/territory environmental protection legislation
- relevant state/territory OH&S legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

G - Teamwork