



Australian Government

TLII2020A Provide assistance to customers with specific needs

Release 1

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Modification History

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

Unit Descriptor

This unit involves the skills and knowledge required to assist customers with specific needs in accordance with organisational requirements. It includes establishing contact with customers, identifying customer needs, and providing appropriate support to customers with specific needs.

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Application of the Unit

Work is performed with limited or minimum supervision. It involves the provision of assistance to customers with specific needs requiring assistance within station areas both on and off a train.

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

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|--|---|
| 1 Prepare for customers with specific needs | <ul style="list-style-type: none">1.1 Vigilance is maintained for customers with specific needs and/or disabilities on arrival into the station platform1.2 Actions to assist customers with specific needs and/or disabilities are identified in accordance with workplace procedures and/or requirements |
| 2 Provide assistance to customers with specific needs | <ul style="list-style-type: none">2.1 Ancillary equipment is applied for customers in wheelchairs where appropriate and as required2.2 Customers with seeing eye/hearing dogs are observed and assisted as required2.3 Customers with other specific needs are observed and assisted as required2.4 Customers are assisted in a courteous manner, sensitive to the customer specific needs2.5 Ongoing support and/or vigilance is provided to customer with specific needs to maximise customer travelling safety and comfort2.6 2 Ancillary equipment is utilised safely in accordance with workplace procedures and safety regulations |
| 3 Communicate regarding customers with specific needs | <ul style="list-style-type: none">3.1 Other personnel are informed when involvement with customers with specific needs may cause delays to services and/or operations3.2 Other personnel are informed about the presence of customers with specific needs as required |

Required Skills and Knowledge

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

Required knowledge:

- Ancillary equipment operating procedures
- Manufacturer instructions, specifications and recommended operating procedures for ancillary equipment, including pre-operational checks
- Relevant legislation, regulations and codes of practice such as that relating to:
 - anti-discrimination
 - environmental protection
 - work health and safety (WHS)/occupational health and safety (OHS)
- Relevant organisational policies and procedures such as emergency procedures
- Service timetables and network information
- Workplace instructions and procedures for transporting customers with specific needs

Required skills:

- Adapt to differences in equipment in accordance with standard operating procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Communicate effectively with others when transporting customers with specific needs
- Interact positively with customers with specific needs
- Interpret and follow operational instructions and prioritise work
- Modify activities depending on operational contingencies, risk situations and environments
- Operate electronic communication equipment to required protocol
- Promptly report and/or rectify any identified problems that may occur when transporting customers with specific needs in accordance with regulatory requirements and workplace procedures
- Read and interpret instructions, procedures, information and signs relevant to transporting customers with specific needs
- Use ancillary equipment
- Work collaboratively with others when transporting customers with specific needs

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 demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

Assessment must include exercises demonstrate competent performance of the following in a range of situations:

- identifying different categories of specific need
- correctly using ancillary equipment to assist customers with specific needs
- identifying delays that may occur when assisting customers with specific needs and the correct procedures for dealing with them
- identifying types of inquiries that are likely to be made and providing appropriate responses.

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:

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

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, and/or
- in an appropriate range of situations in the workplace.

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.

Customers with specific needs may include:	• older people • people with disabilities, which may include mobility, physical, intellectual, psychiatric, neurological, sensory, learning disabilities • people with prams/small children • people with heavy luggage
Ancillary equipment may include:	• audible alarms • emergency evacuation equipment • hearing loops • platform markers for customers who are visually impaired • wheelchair ramps • visual alerts
Other personnel may include:	• customer service assistant • platform staff • signaller • train controller • train driver
Services and/or operations may include:	• alternative transport • local area information • network layout • other customer service options • ticketing information • timetables
Preparation may include visual check:	• for customers on platforms • of ancillary equipment

Unit Sector(s)

Not applicable.

Competency Field

I - Customer Service