



Australian Government

Department of Education, Employment and Workplace Relations

TLII3010A Provide travel information to customers

Release: 1

TLII3010A Provide travel information to customers

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit covers the skills and knowledge required to identify and locate major destinations, public services, attractions and facilities as part of the provision of public transport advice. It covers responding appropriately to customer enquiries with respect to destinations, related services and facilities and ticketing. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work involves the duties and tasks applicable to personnel working on public trams, trains and buses who may through their duties have contact with the public.

Work is performed under general supervision.

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 Plan a journey using public transport	1.1 Sources of current, accurate and relevant public transport information are identified and accessed to respond to customer needs 1.2 Modes, connections, interchanges and tickets to complete a journey are identified for the planned customer destination 1.3 Major destinations, attractions and public facilities and their proximity to public transport are identified and located in relation to customer needs or requests 1.4 Information and/or advice provided to customers are reviewed regularly to ensure currency and accessibility
2 Provide information and advice to customers	2.1 The specific information and advice needs of customers are accurately identified and clarified in accordance with the circumstance 2.2 Information provided to customers is appropriate, complete and effectively covers their needs 2.3 Information and/or advice are presented in a respectful format, manner and style 2.4 The information and/or advice are regularly reviewed to ensure customers acknowledge that the information given satisfies their enquiry

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Ticket and ticket structures including points and methods of purchase
- Concessional privileges
- Travel zones
- Major public transport connections, interchanges, stations, tram and bus terminals
- Major destinations, attractions and public facilities
- Standard operating hours
- 'Out of hours' services
- Vehicle types and capacity
- Modes of public transport

REQUIRED KNOWLEDGE AND SKILLS

- Location of on-line information services
- Factors that can influence verbal communication
- Procedures for reviewing information and advice
- Strategies for clarifying and confirming customer needs
- Operational procedures

Required skills:

- Communicate effectively when providing travel information to customers
- Access, read, interpret and apply instructions, timetables and standard operating procedures relevant to the provision of travel information to customers
- Research relevant data when providing travel information to customers
- Interact with customers
- Work collaboratively with others in a team
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly solve and/or report any identified problems when responding to customer enquiries and/or travel concerns
- Monitor work activities in terms of planned schedule
- Work in accordance with instructions
- Review customer needs and confirm they are being addressed
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail
- Maintain currency on all operational procedures
- Select and utilise ticket validating equipment and communication technology

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.

Public transport information may include:

- timetables
- brochures and travel guides
- transport maps
- internet

RANGE STATEMENT

	• tickets • ticket manual • concessions • hours of operation • lost property • emergency procedures • interchanges and connections
Mode of travel may include:	• rail • bus • tram • taxi
Destination may include:	• public facilities • attractions • venues • metropolitan
Documentation/records may include:	• standard operating procedures for the provision of travel information to customers • timetables • brochures • relevant local government documents
Applicable legislation, regulations and codes may include:	• relevant state or territory transport legislation and regulations • relevant trade practices legislation and regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field I - Customer Service