



Australian Government

Department of Education, Employment and Workplace Relations

TLII3020A Provide assistance to customers with and without special needs

Release: 1

TLII3020A Provide assistance to customers with and without special needs

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to assist customers with and without special needs, in accordance with legislative and regulatory requirements. It includes establishing contact with customers, identifying customers' needs, and providing appropriate support to customers with or without special needs during their journey. Licensing or certification requirements are not applicable to this unit.

Application of the Unit

Application of the Unit

Work is performed with limited or minimum supervision. It involves the provision of assistance to customers with and without special needs requiring assistance both on and off a train and during their journey.

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 Establish contact with customers	1.1 Customer is acknowledged and greeted in a professional, courteous and concise manner according to organisational requirements 1.2 Personal dress and presentation is maintained in line with organisational requirements 1.3 Communication involving appropriate interpersonal skills to facilitate accurate and relevant exchange of information is used 1.4 Sensitivity to customer specific needs and any cultural and individual differences is maintained 1.5 Genuine interest in customer needs is displayed
2 Identify customer needs	2.1 Appropriate questioning and active listening are used to determine customer needs 2.2 Urgency of customer needs is assessed to identify priorities for service delivery 2.3 Customers with special needs and the appropriate customer service is identified
3 Deliver service to customers	3.1 Prompt customer service to meet identified needs according to organisational requirements is provided 3.2 Customer communications are conducted in a clear, concise and courteous manner 3.3 Customer inquiries are dealt with courteously and efficiently 3.4 Questions are used to clarify the customer's needs or concerns 3.5 Knowledge of services and/or operations is used to answer customer queries or to respond to customers' needs 3.6 Customer is directed to or assistance from other staff is sought when a customer's inquiry cannot be fully answered 3.7 Opportunities to enhance the quality of service and products are identified and action is taken to improve the service whenever possible 3.8 Information regarding problems and delays is provided and follow up is made within appropriate timeframes as necessary 3.9 Where required, customer inquiries and associated action/s are recorded and/or reported and in accordance with workplace procedures
4 Prepare for passengers with special needs	4.1 Vigilance is maintained for passengers with special needs/disabilities on arrival into the station platform 4.2 Actions to assist customers with special needs are identified in accordance with workplace procedures and/or requirements
5 Provide assistance to customers with special needs	5.1 Ancillary equipment is applied where appropriate for passengers in wheelchairs/prams, if required 5.2 Customers with seeing/hearing eye dogs are observed and assisted if required 5.3 Customers with any other special needs are observed and

ELEMENT**PERFORMANCE CRITERIA**

- assisted if required
- 5.4 Customers are assisted in a courteous manner, sensitive to the special needs
- 5.5 Ongoing support and/or vigilance is provided to the customer with special needs to maximise their travelling safety and comfort
- 5.6 Ancillary equipment is utilised safely in accordance with workplace procedures and safety regulations

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---|--|
| 6 Communicate regarding customers with special needs | 6.1 Where dealing with customers with special needs may cause delays to services other personnel are informed
6.2 Where required, other personnel are informed about the presence of customers with special needs |
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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 legislation, regulations and organisational policies and procedures
- Service timetables and network information
- Ancillary equipment and procedures for operating/using ancillary equipment
- Availability and types of alternative service for customers with special needs

Required skills:

- Communicate effectively with others when transporting passengers with and without special needs
- Read and interpret instructions, procedures, information and signs relevant to the transporting of passengers with and without special needs
- Interpret and follow operational instructions and prioritise work
- Interact with passengers with and without special needs
- Complete documentation related to the transporting of passengers with and without special needs
- Operate electronic communication equipment to required protocol
- Use ancillary equipment
- Work collaboratively with others when transporting passengers with and without special needs
- Promptly report and/or rectify any identified problems that may occur when transporting passengers with and without special needs in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments

Required skills:

- 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 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
- Assessment must include exercises which demonstrate competent performance of the following in a range of situations:
 - identifying different categories of special needs
 - correctly using ancillary equipment to assist passengers with special needs
 - identifying delays that may occur when assisting passengers with special 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 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

EVIDENCE GUIDE

procedures, regulations, codes of practice and
operation manuals

EVIDENCE GUIDE

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, 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.

Transporting of passengers may be carried out :

- by day or night
- in all weather conditions
- on station platforms
- on electric passenger trains

Passengers with special needs may include:

- people with disabilities, which may include physical, intellectual, psychiatric, neurological, sensory, learning disabilities
- the elderly
- people with prams/small children
- people with heavy luggage

Other personnel may include:

- train controller
- signaller
- train driver
- customer service assistant
- platform staff

Services and/or operations may include:

- timetables
- network layout
- ticketing information
- alternative transport
- other customer service options
- local area information

Ancillary equipment may include:

- wheelchair ramps
- hearing loops
- audible alarms

RANGE STATEMENT

Preparation may include visual check:	• visual alerts • platform markers for customers who are visually impaired • emergency evacuation equipment • for passengers on platforms • of ancillary equipment
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Documentation/records may include:	• workplace instructions and procedures for the transport of passengers with special needs • manufacturer's instructions, specifications and recommended operating procedures for ancillary equipment, including pre-operational checks • emergency procedures • record book
Applicable regulations, legislation and codes may include:	• relevant state/territory OH&S legislation • relevant anti-discrimination legislation • relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field I - Customer Service