



Australian Government

Department of Education, Employment and Workplace Relations

TLII4008A Monitor transport activities at interchanges

Release: 1

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Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to monitor transport activities at interchanges including monitoring transport and passenger movements, identifying and attending to coordination problems, and informing customers of irregularities. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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

Work is performed under some supervision, generally within a team environment.

Work involves the application of routine procedures and regulatory requirements to the monitoring of transport activities at interchanges.

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 Monitor transport and passenger movements	1.1 Passenger and vehicle movements are monitored and recorded following workplace procedures 1.2 Passenger and vehicle movement irregularities are identified and recorded and possible solutions are provided 1.3 Timetables are monitored to identify variations and recommend where action is required 1.4 Documentation is completed in accordance with workplace requirements to maintain transport movement records
2 Identify coordination problems	2.1 Problems with services coordination are reported promptly and possible solutions are submitted to the relevant authority 2.2 Irregularities with internal systems are reported promptly according to organisation procedures
3 Inform customers of irregularities	3.1 Communications systems and equipment are operated in accordance with workplace policies and procedures to make necessary announcements 3.2 Passengers are informed of irregularities and service changes promptly, clearly and courteously 3.3 Transport service adjustments are conveyed to transport system staff

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 state and territory regulations and requirements pertaining to revenue protection
- Relevant OH&S and environmental protection procedures and guidelines
- Risks and hazards when monitoring transport activities at interchanges and related precautions to control the risk
- Organisation's transport services
- Complementary transport services
- Fare structures
- Concessional privileges
- Timetables
- Organisational policies and procedures

REQUIRED KNOWLEDGE AND SKILLS

- Customer service requirements
- Typical problems that can occur monitoring transport activities at interchanges and related appropriate action that can be taken to prevent or solve them

Required skills:

- Communicate effectively with others when monitoring transport activities at interchanges
- Handle and resolve conflict situations
- Read and interpret instructions, procedures, information and signs relevant to the monitoring of transport activities at interchanges
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the monitoring of transport activities at interchanges
- Operate electronic communication equipment to required protocol, including radio systems
- Calculate fares
- Work collaboratively with others when monitoring transport activities at interchanges
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when monitoring transport activities at interchanges in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when monitoring transport activities at interchanges
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the monitoring of transport activities at interchanges
- Organise staff deployment
- Manage stress when monitoring transport activities at interchanges
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Manage barrier operation
- Validate tickets
- Use basic mechanical skills required when monitoring transport activities at interchanges
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards

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
 - 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.

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| Operations may be conducted: | <ul style="list-style-type: none">• in a range of work environments and weather conditions• by day or night |
| Interchange operation embraces facilities used by: | <ul style="list-style-type: none">• the organisation for the transfer of customers from one type of transport service to another or between services |
| Equipment may include: | <ul style="list-style-type: none">• communication equipment• video/audio equipment• computer and related office equipment• timetables and service information |
| Timetable variation refers to: | <ul style="list-style-type: none">• services falling outside the boundaries used by the transport system in monitoring the compliance to scheduled services |
| Communications systems used can include: | <ul style="list-style-type: none">• public address system• telephone• two-way radio |
| Internal systems include: | <ul style="list-style-type: none">• timetables• electronic equipment• communications equipment |
| 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 |
| Information/documents may include: | <ul style="list-style-type: none">• workplace policies, standards and procedures• information from observation of passenger and vehicle movement• transport timetables• transport service information• communication with other personnel• relevant regulations concerning transport operations• competency standards and training materials• quality assurance procedures• security and emergency procedures |
| Applicable regulations and legislation may include: | <ul style="list-style-type: none">• relevant state/territory regulations and legislation concerned with revenue protection within transport systems• relevant state/territory OH&S regulations and legislation• relevant state/territory environmental protection legislation |

Unit Sector(s)

Not Applicable

Competency Field

Competency Field I - Customer Service