



Australian Government

Department of Education, Employment and Workplace Relations

TLII4016A Service freight customers

Release: 1

TLII4016A Service freight customers

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to service freight customers in accordance with regulatory and workplace requirements including confirming freight customer needs; providing quotations; calculating freight charges; modifying products and services in response to identified customer needs; and promoting existing freight services. 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 and workplace requirements concerning freight services.

Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements to the servicing of freight customers as part of work activities in the transport, distribution and/or allied industries.

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 Confirm freight customer needs

- 1.1 Initial inquiries for freight service are handled promptly and courteously
- 1.2 Nature of freight service required is established with the customer
- 1.3 Ongoing customer liaison activities are maintained, where applicable, to establish future requirements
- 1.4 Unusual or special requests for freight service are referred to appropriate personnel for resolution
- 1.5 Support services required to meet customers' freight needs are established
- 1.6 Corporate or key account customers' freight needs are continuously monitored to ensure customer satisfaction

2 Provide quotations

- 2.1 Costs and conditions of the freight service(s) offered are provided to the customer
- 2.2 Customer queries relating to quotations are answered promptly in accordance with workplaces guidelines
- 2.3 Key account or potential key account quotations are handled in accordance with workplaces policies and procedures

3 Calculate freight charges

- 3.1 Confirmation is obtained that freight is weighed and/or measured using relevant mass or cubic calculation procedures
- 3.2 Details relevant to charges are accurately recorded to ensure charge calculations can be verified
- 3.3 Freight charges are accurately calculated and checked using relevant charge structures
- 3.4 Method of freight calculation applicable to the service and commodity is established in accordance with workplace policies and procedures
- 3.5 Freight charge discrepancies are recorded on relevant documentation for adjustment purposes

4 Modify products and services

- 4.1 Freight needs of assigned customers are assessed against current products and services offered by the workplace
- 4.2 Freight services offered by other providers including state, national and overseas providers are continuously reviewed
- 4.3 Requests for freight services not currently offered by the workplace are referred to appropriate personnel

5 Promote existing freight service

- 5.1 Existing freight services provided by the workplace are monitored
- 5.2 Promotional activities, including information seminars, are participated in and responses are followed up
- 5.3 Potential new account customers are identified and details of

ELEMENT**PERFORMANCE CRITERIA**

- existing freight services are explained
- 5.4 Advertising programs promoting existing freight services are promoted to customers
- 5.5 Advantages of existing freight services are explained to potential customers

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Australian and international codes and regulations relevant to the maintenance of freight records, including the Australian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for the servicing of freight customers
- Focus of operation of work systems, equipment, management and site operating systems for the servicing of freight customers
- Problems that may occur when servicing freight customers and appropriate action that can be taken to resolve the problems
- Freight services offered by the workplace
- Freight management systems
- Workplace costing structures and rates
- Workplace public relations policies and procedures
- Profiles and details of all customers
- Workplace rail service advertising services and procedures
- Services provided by other freight service organisations
- Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances
- Documentation requirements for freight forwarding including workplace freight tracking system
- Housekeeping standards procedures required in the workplace
- Freight transport timetables, yard and terminal facilities, and site layout

Required skills:

Required skills:

- Communicate effectively with others when servicing freight customers
- Read and interpret instructions, procedures, information and labels relevant to the servicing of freight customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the servicing of freight customers
- Present information using appropriate media and technology
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when servicing freight customers
- 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 servicing freight customers in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when servicing freight customers
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the servicing of freight customers
- 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
- Select and use relevant computer, communication and office equipment when servicing freight customers
- 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

- 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:

- identifying and confirming freight customer needs
- providing accurate quotations to meet customer needs
- communicating and negotiating with customers
- promoting existing freight services
- calculating freight charges accurately

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.

RANGE STATEMENT

- | | |
|---|---|
| Work may be conducted: | <ul style="list-style-type: none">• in a range of work environments• by day or night |
| Customers may be: | <ul style="list-style-type: none">• internal or external |
| Workplaces may comprise: | <ul style="list-style-type: none">• large, medium or small worksites |
| Work may be conducted in: | <ul style="list-style-type: none">• limited or restricted spaces• exposed conditions• controlled or open environments |
| Freight services covers: | <ul style="list-style-type: none">• the application of all products and services offered by the workplace |
| Promotional activities may include: | <ul style="list-style-type: none">• public relations activities• press releases• open days• in-house newsletters• publications• advertising programs• seminars• promotional briefings |
| Support services can include: | <ul style="list-style-type: none">• loading/unloading requirements• load security/protection• receipt personnel• special vehicle access/parking |
| Hazards in the work area may include: | <ul style="list-style-type: none">• exposure to chemicals• exposure to dangerous or hazardous substances• movements of equipment, goods, materials and vehicular traffic |
| Consultative processes may involve: | <ul style="list-style-type: none">• other employees and supervisors• suppliers, customers and clients• drivers and agents• relevant authorities and institutions• management and union representatives• industrial relations and OH&S specialists• other maintenance, professional or technical staff |
| Communication in the work area may include: | <ul style="list-style-type: none">• phone• electronic data interchange (EDI)• fax• email• internet• RF systems |

RANGE STATEMENT

Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:

- oral, aural or signed communications
- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Personal protective equipment may include:

- gloves
- safety headwear and footwear
- safety glasses
- two-way radios
- high visibility clothing

Information/documents may include:

- goods identification numbers and codes
- manifests, cartnotes, delivery notes, special clearances, consignment notes, authorised weighbridge certificates, and special clearances
- internal documentation used for freight tracking
- codes of practice and regulations relevant to the servicing of freight customers
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances
- operations manuals, job specifications and induction documentation
- manufacturers specifications for equipment
- workplace procedures and policies
- supplier and/or client instructions
- dangerous goods declarations and material safety data sheets (where applicable)
- award, enterprise bargaining agreement, other industrial arrangements
- relevant Australian Standards and certification requirements
- quality assurance procedures
- emergency procedures
- relevant codes and regulations for freight forwarding
- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including:
 - Australian and International Dangerous Goods Codes
 - Australian Marine Orders and the International Maritime Dangerous Goods Code
 - IATA Dangerous Goods by Air regulations

Applicable regulations and legislation may include:

RANGE STATEMENT

- Australian and International Explosives Codes
- privacy legislation
- water and road use and licence arrangements
- export/import/quarantine/bond requirements
- marine orders
- relevant state/territory OH&S and environmental protection legislation
- workplace relations regulations
- equal opportunity legislation
- equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field I - Customer Service