



Australian Government

Department of Education, Employment and Workplace Relations

TLIJ4010A Implement quality systems and procedures in a dangerous goods workplace

Release: 1

TLIJ4010A Implement quality systems and procedures in a dangerous goods workplace

Modification History

Not applicable.

Unit Descriptor

This unit involves the skills and knowledge required to implement quality systems and procedures to meet customer needs in a dangerous goods workplace.
Licensing, legislative, regulatory and certification requirements are applicable to this unit.

Application of the Unit

This unit applies to those working in the heavy recovery industry. It does not include salvage operations.

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Not applicable.

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

ELEMENT	PERFORMANCE CRITERIA
1 Deliver service to customers	1.1 Customer service is provided promptly to meet customer needs in accordance with organisational procedures 1.2 Suggestions and complaints are treated positively and politely 1.3 Opportunities to enhance the quality of services are identified and used
2 Provide effective customer service on customer site	2.1 Site procedures are carried out in a timely and professional manner in accordance with organisational requirements 2.2 Alternative arrangements are negotiated with customers where previously arranged commitments cannot be met in accordance with organisational requirements 2.3 Operations and services are provided to satisfy customer delivery, quantity and cost requirements
3 Maintain services and operations	3.1 Information and advice given are accurate and in line with organisational procedures 3.2 Information that affects customers and the efficiency of operations and services is passed to the appropriate people 3.3 Factors that may disrupt operations and services are noted and appropriate measures are taken to minimise their effect 3.4 Systems to monitor quantity, quality, cost and time specification for service product delivery are correctly implemented and maintained 3.5 All information relating to work activities is confirmed or clarified with appropriate people as required
4 Deal with difficult customer situations	4.1 Customer complaints are handled courteously in accordance with organisational procedures 4.2 Nature and details of the customer's complaint are established and agreed on 4.3 Action to resolve the customer's complaint is taken wherever possible 4.4 Unresolved customer complaints are referred to a higher authority 4.5 All associated documentation is accurately completed in accordance with organisational procedures

5 Maintain personal presentation standards and present a professional image

5.1 Company uniform is maintained to present an appropriate image in accordance with organisational requirements

5.2 Specific presentation requirements are maintained in accordance with organisational requirements

5.3 Truck and equipment are kept clean, tidy and uncluttered in accordance with organisational requirements

6 Present a positive company image using effective communication techniques

6.1 Professional ethics are maintained to enhance customer commitment

6.2 Image and good standing are maintained by taking timely actions with customers in accordance with organisational requirements

6.3 Effective service environment is created through appropriate communication techniques

6.4 Communication equipment is used effectively and efficiently in accordance with organisational procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required knowledge:

- Relevant federal, state and territory standards, regulations and codes of practice
- OH&S procedures and guidelines relevant to workplace operations
- Relevant dangerous goods information pertaining to the relevant workplace
- Workplace driving and operational instructions
- Enhancements available to customers in relation to dangerous goods quality service
- Required level of quality and safety for relevant workplace requirements
- Role of customer service in company profitability
- Requirements of workplace systems and operations and relevant equipment

Required skills:

- Communicate effectively with others when implementing quality customer service in the dangerous goods industry
- Interpret and follow operational instructions as they apply to the dangerous goods industry
- Apply relevant agreements, codes of practice and other legislative requirements to work processes
- Identify and correctly use equipment, processes and procedures
- Implement contingency plans for unanticipated situations that may occur when implementing quality procedures in the dangerous goods workplace
- Adapt appropriately to cultural differences in the workplace and with customers, including behaving appropriately when implementing quality service in the dangerous goods industry
- Operate electronic communication equipment to required protocol
- Complete documentation related to the implementation of quality customer service in the dangerous goods industry
- Apply precautions and required action to minimise, control or eliminate hazards that may occur when working in the dangerous goods industry

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment section in Section B of the accreditation submission.

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:
 - knowledge of organisational procedures within job function
 - rectifying a complaint using workplace policy and procedures
 - demonstrating effective customer service within the dangerous goods industry at a customer's site
 - identifying good customer service with the dangerous goods industry

Context of and specific resources for assessment

- Assessment must ensure access to:
 - tools, equipment and personal protective equipment (PPE) currently used in the dangerous goods industry
 - relevant and current regulatory and equipment documentation that impacts on work activities as it applies to the dangerous goods industry

Method of assessment

- Practical assessment must occur:
 - through activities in an appropriately simulated environment consistent with current industry practice, and/or
 - in an appropriate range of situations in the workplace
- Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended
- In all cases where practical assessment is used it will be combined with targeted questioning to assess required knowledge
- Assessment processes and techniques must be appropriate to the language and literacy capacity of the candidate and the work being performed

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. Bold italicised wording in the Performance Criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

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|---|---|
| Customers include: | <ul style="list-style-type: none"> • suppliers • receivers • contractors • general public |
| Communication techniques include: | <ul style="list-style-type: none"> • telephone • two-way radio • email • fixed phone • mobile phone • faxes • internet • oral, aural, or signed communications |
| Organisational documentation includes: | <ul style="list-style-type: none"> • transport emergency response plan (TERP) • standard operating procedures (SOP) • emergency procedures guide (EPG) • emergency information procedure (EIP) |
| Documentation and records include: | <ul style="list-style-type: none"> • transport regulations as they apply to the enterprise, including local authority regulations and procedures • workplace policies and procedures • relevant Australian standards and certification requirements • relevant internal data entry books, including log books, data sheets and load sheets • TERP |
| Applicable legislative procedures and codes include: | <ul style="list-style-type: none"> • Australian code for the transport of dangerous goods by road or rail: the current Australian Dangerous Goods (ADG) Code • relevant state and territory: <ul style="list-style-type: none"> • roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads • road rules • OH&S legislation • fatigue management regulations |

- environmental protection legislation and regulations

Unit Sector(s)

Not applicable.

Competency Field

J – Quality