



Australian Government

Department of Education, Employment and Workplace Relations

TLIL2046A Handle customer luggage/property

Release: 1

TLIL2046A Handle customer luggage/property

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to handle customer luggage and property in accordance with workplace requirements, including handling customer enquiries; identifying and labelling luggage/property; organising conveyance and transfer; returning luggage/property to customers; and processing lost luggage/property. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

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Persons achieving competence in this unit will need to fulfil the applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines.

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

Work involves the application of regulatory requirements and workplace procedures when handling customer luggage and/or property as part of workplace activities in the transport and 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 Handle customer luggage/property	1.1 Customer enquiries are handled in a courteous manner and accurate advice and information is provided 1.2 Customer luggage/property is identified and labelled for correct destination and a receipt is issued in accordance with workplace policies and procedures and legislation 1.3 Luggage/property conveyance is arranged taking into account correct handling procedures for different categories of luggage 1.4 Luggage is issued on presentation of customer receipt or in accordance with workplace requirements 1.5 Appropriate action is taken to ensure the transfer of luggage to other transport networks, following workplace procedures
2 Process lost luggage/property	2.1 Lost luggage/property status is substantiated using appropriate enquiries 2.2 Lost luggage/property is investigated and traced in accordance with workplace policies and procedures 2.3 Lost luggage/property records are maintained in accordance with workplace policies and procedures

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

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

Required knowledge:

- Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for handling customer luggage and/or property
- Workplace customer service policies
- OH&S manual handling procedures
- Transport system
- Luggage forwarding procedures
- Insurance and public liability
- Consumer laws and trade practice requirements
- Transport system timetables
- Labelling and coding systems

REQUIRED KNOWLEDGE AND SKILLS

- Procedures for dealing with dangerous goods
- Equipment and materials used when handling customer luggage and/or property, and precautions and procedures that should be followed in their use
- Problems that may occur when handling customer luggage and/or property and appropriate action that can be taken to resolve the problems
- Documentation and record requirements applicable when handling customer luggage and/or property
- Communication and negotiation requirements when handling customer luggage and/or property

Required skills:

- Communicate effectively with others when handling customer luggage and/or property
- Read and interpret instructions, procedures, information and signs relevant to the handling of customer luggage and/or property
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the handling of customer luggage and/or property
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when handling customer luggage and/or property
- 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 handling customer luggage and/or property in accordance with regulatory requirements and workplace procedures
- 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
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and use relevant office and communications equipment and materials when handling customer luggage and/or property
- Adapt to differences in equipment in accordance with standard operating procedures
- Secure stored items
- Handle heavy items correctly
- 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">• by day or night• in a range of work environments |
| Work may be conducted: | <ul style="list-style-type: none">• in restricted spaces• in exposed conditions• in controlled or open environments |
| Work may involve exposure to: | <ul style="list-style-type: none">• chemicals• dangerous or hazardous substances• movements of equipment, goods and vehicles |
| Luggage/property can be any article carried or forwarded by the customer using the transport system including: | <ul style="list-style-type: none">• bags• sporting goods• bicycles• motorcycles• animals• household items• prams and strollers |
| Luggage conveyance can include: | <ul style="list-style-type: none">• lifting• carrying• mechanical lifting and carrying• packing• storage |
| Lost property may be dealt with by: | <ul style="list-style-type: none">• forwarding to the owner• forwarding to authorities• forwarding to storage unit• forwarding to sale |
| Other transport networks may include: | <ul style="list-style-type: none">• bus• coach• taxi• ship• airlines |
| Communication in the work area may include: | <ul style="list-style-type: none">• phone• fax• email/internet• electronic data interchange (EDI)• face-to-face discussions and memos• oral, aural or signed communications |
| Consultative processes may | <ul style="list-style-type: none">• customers• other workplace personnel |

RANGE STATEMENT

involve:

- supervisors and managers

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

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Information/documents may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- work instructions, job description and induction materials
- labels
- relevant forms and documentation for the transfer of luggage and/or property
- manufacturers specifications for office and communications equipment and materials
- relevant OH&S and environmental protection requirements and policies
- relevant codes of practice and regulations, including the ADG Code
- award, enterprise bargaining agreement and other industrial arrangements
- customer service and quality assurance procedures
- emergency procedures

Applicable regulations and legislation may include:

- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

L - Resource Management