



Australian Government

Department of Education, Employment and Workplace Relations

TLIL3045A Organise services for special events

Release: 1

TLIL3045A Organise services for special events

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to organise services for special events in accordance with workplace requirements, including determining the transport requirements, planning and preparing for the special event, and implementing the established transport plan. 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 accordance with workplace requirements and relevant regulations.

Work is performed individually, and skills are required to work within a team environment. It involves the application of regulatory requirements and workplace procedures when organising services for special events 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 Determine transport requirements	1.1 Information about the event is gathered from the relevant people and the impact of the special event on the transport system is analysed and defined 1.2 Resources required to maintain the required level of service during the special event are estimated 1.3 Costs to provide additional resources are calculated and a quotation provided and submitted for approval, if required, according to workplace policies and procedures
2 Plan and prepare for the special event	2.1 The availability of transport units are checked and the necessary permits are obtained to ensure that the planning parameters are realistic 2.2 Transport units are planned to meet service demand, restrictions and anticipated traffic 2.3 Hiring agreements are prepared in accordance with workplace policies and procedures to provide service requirements 2.4 Personnel are rostered to ensure that staff requirements are met 2.5 Workplace details about the service are communicated to relevant people in an appropriate format
3 Implement transport plan	3.1 Correct signage is organised at the interchange points for special event departure/arrival points 3.2 Modifications to transport plan are made to accommodate conditions impacting on the special event 3.3 Special announcements are made to communicate details of the services provided 3.4 The success of the plan is monitored and evaluated and reported in accordance with workplace 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:

- Regulations and codes of practice relevant when organising services for special events
- Relevant OH&S and environmental protection procedures and guidelines
- Workplace procedures and policies for organising services for special events
- Overview of the local transport industry

REQUIRED KNOWLEDGE AND SKILLS

- Workplace products and services
- Relevant insurance and public liability
- Relevant consumer law and trade practice requirements
- Transport system fare structure
- Transport system schedules
- Health regulations
- Bookings, reservation and cancellation processes
- Data file systems
- Quotation processes
- Amendment penalties
- Equipment, and materials used when organising services for special events, and procedures that should be followed in their use
- Problems that may occur when organising services for special events and appropriate action that can be taken to resolve the problems
- Documentation and record requirements
- Communication and negotiation requirements when organising services for special events

Required skills:

- Communicate and negotiate effectively with others when organising services for special events
- Read and interpret instructions, procedures, information and signs relevant to the organisation of services for special events
- Interpret and follow operational instructions and prioritise work
- Complete documentation and enter data related to the organisation of services for special events
- Operate electronic communication equipment to required protocol
- Research and analyse information relevant to organising services for special events
- Provide leadership and work collaboratively with others when organising services for special events
- 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 occur when organising services for special events in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when organising services for special events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

Required skills:

- 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 organising services for special events
- 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

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

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 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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|-------------------------------|---|
| Work may be conducted: | <ul style="list-style-type: none">• in a range of work environments• by night or day |
| Work may be conducted in: | <ul style="list-style-type: none">• restricted spaces• exposed conditions• 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 |
| Special events can include: | <ul style="list-style-type: none">• accidents• derailments• special community events/need• dangerous goods spillage• act of nature• group hire• sporting events• commercial activity• advertising campaigns• other disruptions to services |
| Equipment may include: | <ul style="list-style-type: none">• computers• signage• public address systems |
| Resources may include: | <ul style="list-style-type: none">• staff |

RANGE STATEMENT

Consultative processes may involve:	• transport units • consumables • transport units including rolling stock and carriages • internal and external customers • staff • community representatives • other workplace personnel • supervisors and managers • representatives of other transport organisations
Communication in the work area may include:	• phone • fax • email/internet • electronic data interchange (EDI) • radio • face-to-face discussions and memos • signed communications and forms
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • workplace procedures • established procedures
Information/documents may include:	• workplace procedures and policies for organising services for special events • work instructions, job description and induction materials • itineraries • staff instructions • schedules • public notices • manufacturers specifications for office and communications equipment and materials • relevant OH&S requirements and policies • relevant codes of practice and regulations • award, enterprise bargaining agreement and other industrial arrangements • customer service and quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant codes and regulations pertaining to the organising of services for special events • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • workplace relations regulations including equal

RANGE STATEMENT

- opportunity, equal employment opportunity and affirmative action legislation
- workers compensation regulations

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management