



Australian Government

Department of Education, Employment and Workplace Relations

TLIL4007A Coordinate fleet control logistics

Release: 1

TLIL4007A Coordinate fleet control logistics

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to coordinate fleet control logistics, including carrying out fleet control functions, preparing for contingencies, communicating with customers and drivers, coordinating scheduling of operational tasks, and completing documentation. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work involves discretion and judgement for self and others in coordinating fleet control logistics. It is performed under minimum supervision with general guidance on progress and outcomes of work.

A range of opportunities may be used to develop the workplace and to support the development of fleet control systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations goals and key performance objectives.

Work involves the application of logistics principles and procedures to coordination of fleet control in transport, warehousing, distribution and/or storage organisations.

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 Carry out fleet control functions	1.1 Equipment and drivers are allocated following workplace procedures and in consideration of pick-up and delivery requirements 1.2 The movement of documentation is tracked in accordance with workplace procedures 1.3 Opportunities for improvement of fleet control logistics are identified and appropriate action is taken to recommend or implement the identified initiatives
2 Prepare for contingencies	2.1 Contingency plans are implemented in accordance with workplace procedures and scope of authority 2.2 Routine problems are identified, clarified and appropriately resolved following workplace procedures
3 Communicate with customers and drivers	3.1 Customer and driver enquiries are answered appropriately and following workplace procedures 3.2 Communication systems are accessed and used to communicate with drivers and customers in the completion of fleet management tasks
4 Coordinate scheduling of operational tasks	4.1 Computerised scheduling system is accessed and used for processing the delivery of freight in accordance with workplace procedures 4.2 Critical transport factors are taken into account when planning and implementing delivery schedules in accordance with relevant regulations, workplace policy and procedures and operational plans
5 Complete documentation	5.1 Fleet management information is recorded either in hard copy or on computer in accordance with workplace requirements 5.2 Completed documentation is despatched, processed and/or filed 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:

- Relevant regulatory and code requirements
- Relevant OH&S and environmental protection policies and procedures

REQUIRED KNOWLEDGE AND SKILLS

- Workplace protocols and procedures for the coordination of fleet control logistics
- Computerised fleet management and scheduling system(s) and guidelines for their use
- Factors affecting scheduling in the road transport industry
- Focus of operation of transport logistic systems, resources, management and workplace operating systems
- Problems that may occur when coordinating fleet control logistics and appropriate action that can be taken to minimise or respond to them
- Focus of operation of marketing systems and resources

Required skills:

- Communicate and negotiate effectively with others when coordinating fleet control logistics
- Read and interpret instructions, procedures and information relevant to the coordination of fleet control logistics
- Interpret and respond to customer requirements
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the coordination of fleet control logistics
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when coordinating fleet control logistics
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when coordinating fleet control logistics in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may arise when coordinating fleet control logistics
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the coordination of fleet control logistics
- Apply relevant statutory requirements, codes of practice and local government by-laws
- Plan work activities, including predicting consequences and identifying improvements
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Ensure the application of fatigue management knowledge and techniques by drivers
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S

Required skills:

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

EVIDENCE GUIDE

- 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.

The workplace environment may involve twenty-four hour operation and may include:	• single and multi-site locations • large, medium and small companies
Services, products, risks, work systems and requirements may:	• potentially vary across different sections of the workplace
Operations involve:	• internal and external customer contact and coordination
Consignments may be:	• palletised • containerised • packaged or loose • in gas, liquid or solid form
Transport may be:	• single or multi-modal
Modes of domestic transport may include:	• road • rail • air • sea
Critical transport factors when scheduling fleet operations may include:	• driver fatigue • customer requirement • road and weather conditions • OH&S requirements • industrial award conditions • government regulations
Communication equipment may include:	• radio • mobile phone (portable or in the cabin) • paging devices • satellite tracking systems • on-board computer
Consultative processes may	• customers/clients • other employees and supervisors

RANGE STATEMENT

involve:

- suppliers
- manufacturers
- relevant authorities
- management
- union representatives
- OH&S specialists
- other maintenance, professional or technical staff

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

- company plans/procedures
- enterprise plans/procedures
- organisational plans/procedures
- established plans/procedures

Information/documentation may include:

- workplace fleet control procedures and policies
- information on equipment allocation, driver allocation, pick-up and delivery requirements
- regulations and policies relating to minimising risks to the environment and ensuring compliance with OH&S requirements
- supplier and/or client instructions
- customer service standards and procedures
- workplace products and services information
- quality assurance standards and procedures
- material safety data sheets
- relevant agreements, codes of practice including the national standards for services and operations
- manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions
- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
- legislation, regulations and related documentation relevant to workplace operations

Applicable regulations and legislation may include:

- regulations, standards and codes of practice relevant to workplace operations
- relevant Australian and state/territory OH&S legislation
- environmental protection regulations
- hazardous substances and dangerous goods codes
- relevant Australian standards and certification requirements
- licence, patent or copyright arrangements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management