



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIL4070A Work effectively in the transport and logistics industry**

**Release: 1**

## **TLIL4070A Work effectively in the transport and logistics industry**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to work effectively in the transport and logistics industry. The unit outcomes focus on the identification of current industry practices and emerging issues which underpins the identification and performance of work in the industry. There are no specific licensing or certification requirements applicable to this unit.

### **Application of the Unit**

#### **Application of the Unit**

Work may be undertaken in various contexts within the transport and logistics industry.

Individuals must demonstrate the ability to work independently or as part of a team under direct and/or indirect supervision, use discretion and judgment, and take responsibility for the quality of their outputs. All activities are carried out in accordance with relevant organisational policy and procedures.

### **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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Determine transport mode requirements for freight</b>     | <ul style="list-style-type: none"><li>1.1 Transport modes and their features are investigated</li><li>1.2 The infrastructure required to support transport modes is determined</li><li>1.3 Impact of current and emerging technologies relevant to transport modes is evaluated</li><li>1.4 Regulatory requirements that may impact on the operation of the transport services are identified</li></ul>                                                                                                                            |
| <b>2 Determine the operational environment of the business</b> | <ul style="list-style-type: none"><li>2.1 Major forms and purposes of warehousing and distribution systems are identified</li><li>2.2 Links and relationships between transportation systems and distribution and warehousing systems are evaluated</li><li>2.3 Regulatory requirements that may impact on the operation of the warehouse are identified</li><li>2.4 Factors that impact on the growth areas for the sector are identified</li><li>2.5 Future challenges and projections for the business are researched</li></ul> |
| <b>3 Determine external services required by the business</b>  | <ul style="list-style-type: none"><li>3.1 The range of services offered by service providers connected to the business is confirmed</li><li>3.2 Relevant regulatory requirements that may impact on the operation of the service providers are identified</li><li>3.3 The importance of service providers and their impact on the supplier, operation of the business and its customers is evaluated</li></ul>                                                                                                                     |
| <b>4 Review role and responsibilities</b>                      | <ul style="list-style-type: none"><li>4.1 The organisational structure and own role in the organisation are identified</li><li>4.2 Area of responsibility is established according to own job role and standard operating procedures</li><li>4.3 Own performance standards are determined according to job role and standard operating procedures</li><li>4.4 Work processes are adapted to meet unplanned occurrences according to standard operating procedures</li></ul>                                                        |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

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

## REQUIRED KNOWLEDGE AND SKILLS

### Required knowledge:

- Relevant sections of national and state or territory legislation, regulatory requirements, and codes of practice/or guidelines as they relate to the level and type of transport and logistics industry operations within own areas of responsibility
- Relevant OH&S and environmental procedures and guidelines
- Organisational policies and procedures, including those pertaining own area of responsibility and performance standards
- Local and national trends in the transport and logistics industry, including focus on emerging industry practices and needs
- Current and emerging issues impacting on the transport and logistics industry, including infrastructure needs, technological changes, and future challenges

### Required skills:

- Communicate effectively with others when working in the transport and logistics industry
- Read and interpret relevant work requirements, policies, procedures and other information relevant to working in the transport and logistics industry
- Complete documentation related to transport and logistics industry operations
- Work collaboratively with others, and adapt appropriately to cultural differences in the workplace
- Promptly report and/or rectify any identified problems that may occur when working in the transport and logistics industry in accordance with applicable regulatory requirements and workplace procedures
- Identify and anticipate operational problems, hazards and risks, and take appropriate action
- Modify activities dependent on differing workplace contingencies, situations and environments
- Monitor work activities in terms of planned schedule
- Interpret and apply relevant regulations and instructions
- Adapt own competence in response to any changes in activities, and legislative and organisational requirements when working in the transport and logistics industry
- Identify and correctly use equipment required when working in the transport and logistics industry

## 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

## EVIDENCE GUIDE

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

### **Context of and specific resources for assessment**

- Competency should be demonstrated on at least one occasion covering the scope of the unit of competence
- 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, 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.

Transport modes may include:

- road
- rail
- air
- sea

## RANGE STATEMENT

Current and emerging technologies may include:

- global tracking systems
- on-board computers
- speed limiting technology
- communication systems
- Warehouse Management System
- Enterprise Resource Planning
- Electronic Data Interchange

Distribution and warehousing systems may include:

- facility layout and support systems
- inventory systems
- layout techniques - process/flow charts, flow diagrams
- work design, cost efficiencies
- storage, location, despatch, transportation
- productive/non-productive facilities
- product/process layouts
- coding systems, including bar codes
- human/machine systems
- technology, robotics, computers
- OH&S considerations/impact
- supply and demand

Applicable legislation and regulations may include:

- licensing
- OH&S
- environmental sustainability
- transport configuration
- load limitations
- signage
- permits/documentation
- time/day constraints

Future challenges may include:

- ageing workforce
- retraining
- globalisation/trade agreements
- environmental impacts
- climate change
- technical
- fuel costs/availability
- client demands and expectations
- quality assurance
- infrastructure

Service providers may include:

- logistic service provider
- information technology
- cleaning

**RANGE STATEMENT**

|                                            |                                                                                                                                                                                                                                                                                          |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                            | <ul style="list-style-type: none"><li>• recruitment/HR functions</li><li>• pallets and unit loading devices</li><li>• shipping</li><li>• transport</li><li>• security</li><li>• legal</li></ul>                                                                                          |
| Standard operating procedures may include: | <ul style="list-style-type: none"><li>• punctuality</li><li>• personal presentation</li><li>• communication protocols</li><li>• reporting procedures</li><li>• standard operating procedures (SOPs)</li><li>• key performance indicators (KPIs)</li><li>• safe work procedures</li></ul> |
| Unplanned occurrences may include:         | <ul style="list-style-type: none"><li>• staff shortages</li><li>• equipment failure</li><li>• climatic impacts</li><li>• changes in supply and demand</li></ul>                                                                                                                          |

**Unit Sector(s)**

Not Applicable

**Competency Field**

**Competency Field** L - Resource Management