



Australian Government

Department of Education, Employment and Workplace Relations

TLIL5020A Develop and maintain operational procedures for transport and logistics enterprises

Release: 1

TLIL5020A Develop and maintain operational procedures for transport and logistics enterprises

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to develop and maintain operational procedures for transport and logistics enterprises in accordance with relevant regulatory requirements and workplace procedures, including planning and developing operational procedures, monitoring the implementation of the operational procedure(s), and evaluating the implementation of operational procedures. 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 compliance with the relevant regulations, standards and codes of practice, including the ADG Code.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and provides leadership of others individually or in teams.

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 Plan and develop operational procedures

- 1.1 Processes requiring development/modification of operational procedures are identified and confirmed with relevant personnel and business units
- 1.2 The scope, focus and extent of the operational procedure(s) are discussed and validated with effected personal
- 1.3 Current procedures are evaluated to ensure development is not unnecessarily duplicating previous work
- 1.4 Factors likely to impact upon the development process are identified and techniques adopted for their incorporation into the procedure(s)
- 1.5 The proposed operational procedures are researched from a range of sources and include provision for user input
- 1.6 Operational procedures are developed, documented and verified with relevant internal/external personnel and/or organisations in accordance with workplace procedures
- 1.7 Where required, trialing of new operational procedures is undertaken with a target group
- 1.8 Performance indicators are developed to measure the effectiveness of the operational procedure(s)

2 Monitor the implementation of the operational procedure(s)

- 2.1 The introduction of the operational procedure(s) to selected units/job functions is planned with affected personnel to ensure understanding and the need for compliance
- 2.2 Effective induction and supervision is provided to support personnel in implementing the new procedure(s)
- 2.3 Performance of personnel is monitored to ensure adherence to the operational procedure(s) and to assess the requirement for modification to the process
- 2.4 Solicited feedback is actively sought from personnel implementing the operational procedure(s)

3 Evaluate the implementation of operational procedures

- 3.1 An assessment of the effectiveness of the operational procedure(s) is undertaken against developed performance indicators
- 3.2 Where required, the operational procedure(s) are modified/deleted in accordance with evaluation mechanism and enterprise requirements
- 3.3 Relevant personnel are kept informed of the evaluation process and advised of subsequent changes to operational procedure(s)
- 3.4 Records, reports and recommendations for improvement are managed within the workplace information systems and processes

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, codes of practice and legislative requirements including local and international regulations relevant to transport and logistics operations and the Australian Dangerous Goods Code where applicable
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the development and maintenance of operational procedures for transport and logistics enterprises
- Problems that may occur during the development and maintenance of operational procedures for transport and logistics enterprises and action that can be taken to resolve or report the problems
- Risks and hazards related to the development and maintenance of operational procedures and ways of controlling the risks involved
- Focus of operation of transport and logistics systems, resources, management and workplace operating systems
- Transport and equipment applications, capacities, configurations, safety hazards and control mechanisms
- Licence and permit requirements relevant to transport and logistics operations
- Application of relevant Australian standards and associated certification requirements
- Business policies and plans including procedures for outsourcing components of operations and engaging additional resources
- Workplace policies including issue resolution and grievance procedures
- Resource availability including the competencies of individuals in the team/group
- The application of current competencies within functional activity
- Relevant workplace documentation procedures

Required skills:

- Communicate effectively with others when developing and maintaining operational procedures for transport and logistics enterprises
- Read and interpret transport and logistics schedules, inventories, regulatory requirements, customer instructions, workplace procedures and manuals relevant to the development and maintenance of operational procedures for transport and logistics enterprises
- Prioritise work and coordinate self and others in relation to transport and logistics operations
- Complete documentation related to the development and maintenance of operational procedures for transport and logistics enterprises
- Operate electronic communication equipment to required protocol

Required skills:

- Provide leadership and work collaboratively with others when developing and maintaining operational procedures for transport and logistics enterprises
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any problems identified when developing and maintaining operational procedures for transport and logistics enterprises in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when developing and maintaining operational procedures for transport and logistics enterprises
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Plan and organise activities
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate application of technology, information systems and procedures
- Operate and 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,

EVIDENCE GUIDE

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, 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 undertaken: | <ul style="list-style-type: none">• in various work environments in warehousing, storage, transport, and logistics industries |
| Customers may be: | <ul style="list-style-type: none">• internal or external |
| Operations may be: | <ul style="list-style-type: none">• by day or night |
| The workplace environment may involve: | <ul style="list-style-type: none">• twenty-four hour operation• single and multi-site locations• large, medium and small workplaces |
| Factors impacting upon the development of operational procedures may include: | <ul style="list-style-type: none">• legislative requirements• changes to technology• domestic and international market variability, political constraints• culture of the workplace• the principal services, products and competitive advantages of the organisation |
| Development of operational procedures may be: | <ul style="list-style-type: none">• internally and/or externally initiated |
| Transport may be: | <ul style="list-style-type: none">• single or multi-modal |
| Modes of domestic transport may include: | <ul style="list-style-type: none">• road• rail• air• sea |

RANGE STATEMENT

Transport may involve:	• the use of designated routes
Hazards may include:	• confined spaces • hazardous or dangerous materials • contamination of, or from, materials being handled • fire/explosions • noise, light, energy sources • stationary and moving machinery, parts or components • moving vehicles
Hazard management is consistent with:	• the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Requirements for work may include:	• site restrictions and procedures • use of safety and personal protective equipment • systems and facilities for transport and logistics systems • specialised lifting and/or handling equipment • incident/accident breakdown procedures • additional gear and equipment • noise restrictions • hours of operation • authorities and permits • communications equipment
Consultative processes may involve:	• other employees and supervisors • suppliers, potential customers and existing clients • relevant authorities and institutions • relevant government instrumentalities • emergency services • management and union representatives • industrial relations and OH&S specialists • other maintenance, professional or technical staff
Communication in the work area may include:	• phone • electronic data interchange (EDI) • fax • email • internet • RF communications • bar code readers • oral, aural or signed communications
Personal protective equipment	• gloves

RANGE STATEMENT

may include but is not limited to:

- safety headwear and footwear
- safety clothing
- safety glasses
- two-way radios
- high visibility clothing

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/documentation may include:

- Australian and international codes of practice and regulations relevant to transport and logistics operations including the ADG Code where applicable
- workplace operating procedures and policies
- supplier and/or client instructions
- operations manuals, job specifications and procedures and induction documentation
- manufacturers specifications for equipment and goods
- suppliers advice for the handling, transport and storage of goods and materials
- material safety data sheets
- dangerous goods documentation where applicable including dangerous goods declarations
- Safe Working Limits (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities
- relevant Australian and international standards, criteria and certification requirements
- communications technology equipment, oral, aural or signed communications
- quality assurance standards and procedures
- emergency procedures
- relevant competency standards and training materials
- QA plans, data and document control
- conditions of service, legislation and industrial agreements including workplace agreements and awards

Applicable procedures and codes may include:

- codes and regulations relevant to transport and logistics operations including the ADG Code where applicable
- relevant Australian and international standards and certification requirements
- relevant state/territory OH&S and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors
- licence, patent or copyright arrangements

RANGE STATEMENT

- relevant workplace relations legislation
- relevant workers compensation legislation
- equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field L - Resource Management