



Australian Government

TLIL5067A Develop a passenger transport plan

Release 1

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Modification History

Release 1. This is the first release of this unit.

Unit Descriptor

This unit involves the skills and knowledge required to identify passenger transport needs and to develop an appropriate passenger transport plan.

Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

This unit has particular application in the passenger transport industry, where passenger transport providers develop a passenger transport plan. The plan may be for an event, contract, chartered or scheduled passenger transport service.

Licensing/Regulatory Information

Refer to Unit Descriptor.

Pre-Requisites

Nil

Employability Skills Information

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

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| 1 Analyse passenger transport needs | <ul style="list-style-type: none">1.1 Customer and stakeholder requirements are analysed1.2 Passenger transport needs are identified based on analysis of client and stakeholder requirements1.3 Analysis is used as the basis to develop passenger transport service plans |
| 2 Determine requirements for passenger transport services | <ul style="list-style-type: none">2.1 Passenger transport issues, risks and contingencies are identified2.2 Compliance requirements are identified2.3 Required passenger transport resources including human resources requirements are identified |
| 3 Develop passenger transport service plans | <ul style="list-style-type: none">3.1 Available passenger transport resource requirements are identified3.2 Schedules are developed for passenger transport service plans3.3 Passenger transport resources are allocated3.4 Human resource requirements are integrated into passenger transport service plans3.5 Contingency and critical incident processes are integrated into passenger transport service plans3.6 Critical tasks, responsibilities and timelines are identified3.7 Costing for passenger transport service plans is identified3.8 Continuous improvement processes for passenger transport services plans are identified3.9 Passenger transport service plans are documented in accordance with industry or workplace requirements |

Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

Required knowledge:

- Costing requirements and implications of passenger transport planning
- Customer and client services relationships
- Different passenger transport alternatives to be considered in the planning process
- Legislation, regulations and industry codes that affect passenger transport planning
- Resource requirements for a passenger transport strategy, including human and physical resources
- Risk management issues associated with passenger transport
- Sources of specialist assistance for integrated passenger transport planning
- Technology and equipment used for coordinating passenger transport services

Required skills:

- Analyse and meet client requirements
- Communicate effectively with stakeholders verbally and in writing
- Consult and negotiate with stakeholders
- Develop complex plans and documents
- Manage contingencies in relation to passenger transport problems
- Manage passenger transport logistics
- Negotiate arrangements with suppliers
- Plan and organise workload
- Research and analyse passenger transport options
- Work within budgets and develop different scenarios for consideration

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 competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include:

- developing a minimum of two passenger service transport plans involving complex transport requirements and multiple passengers and staff, for example:
 - complex scheduled ongoing public transport service
 - large community event
 - complex commercial contract non public transport passenger service
 - complex charter service.

Context of and specific resources for assessment

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to a workplace or simulated workplace.

In both real (within safe means) and simulated environments, access is required to:

- relevant and appropriate materials and equipment
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- tools, equipment and personal protective equipment currently used in industry
- relevant regulatory and equipment documentation that impacts on work activities
- appropriate range of relevant operational situations in the workplace.

Method of assessment

Practical assessment must occur in:

- a safe and appropriate range of situations in the workplace and/or
- an appropriately simulated workplace environment.

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate to this unit:

- direct observation and questioning of the candidate while developing passenger transport plans

- direct observation of the candidate applying relevant WHS/OHS requirements and work practices.

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.

Customer and stakeholder requirements may include:

- ancillary equipment requirements
- characteristics and needs of passengers
- contractual requirements
- dates and times
- duration
- general nature of passenger transport services
- legislative requirements
- level of government involvement
- location
- numbers of passengers
- security requirements
- WHS/OHS requirements

Passenger needs may include:

- disabled access
- needs of children, including groups of unaccompanied children
- non-English speaking passengers or passengers whose first language is not English
- non-local passenger movement requirements
- specific multi-cultural requirements

Passenger transport issues, risks and contingencies may relate to:

- adverse weather
- environmental sensitivity of route or access areas
- equipment breakdown
- equipment breakdown support
- general nature of location, such as major metropolitan, regional, country or remote
- high pedestrian traffic volume
- internal and external delays
- restricted access
- road surface or terrain
- social order and security
- social order and security support
- staff sickness
- traffic issues, such as peak periods and traffic regulations

Compliance requirements may include those mandated by:

- emergency services, including fire, police, ambulance
- land management and protection agencies
- local government

Passenger transport resources may include:	• other industry bodies, such as certifying bodies • state/territory government, such as state/territory roads authorities • WHS/OHS bodies • ancillary equipment such as trailers • buses • bus stops • coaches • depots or transit facilities • human resources
Human resource requirements may include:	• drivers • guides • schedulers • security • supervisors • trainers
Contingency and critical incident processes may relate to:	• developed communications including duress arrangements • developed incident management plans • developed security procedures • processes/procedures such as: • breakdown of vehicle procedures • fire-in-vehicle procedures • medical emergency/person injured or killed procedures • assault or threat involving a vehicle, driver or passenger procedure • terrorism or act of terrorism involving a vehicle, driver or passenger procedure
Procedures to address transport operational requirements may relate to:	• adequate provision for buses • adequate provision for people who have a disability • arrival of clients (dump or trickle) • available transport and timetables • contacting relevant authorities for information and permission • contingency and back up transport options • correct registration classification and insurances for task • correct type of bus/coach for transport task • emergency services presence and access • human resource requirements, including

marshals, guides and drivers

- parking
- pick-up and drop-off procedures
- security
- training requirements
- vehicle refuelling

Unit Sector(s)

Not applicable.

Competency Field

L – Resource Management