



**Australian Government**

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

# **TLIO2011A Provide revenue protection measures**

**Release: 1**

## **TLIO2011A Provide revenue protection measures**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to provide revenue protection measures during transport operations, including preparing for revenue protection activities and implementing revenue protection 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 related to the protection of transport revenue.

Work is performed under some supervision, generally within a team environment. It involves the application of routine procedures and regulatory requirements to the provision of revenue protection measures.

### **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 Prepare for revenue protection activities</b> | <ul style="list-style-type: none"><li>1.1 Strategies to check customer ticketing are planned</li><li>1.2 Resources to implement ticket checks are arranged to suit anticipated passengers numbers</li><li>1.3 Queuing systems and barriers are set up to ensure ticket checks are comprehensive</li><li>1.4 Staff are allocated to planned activities according to organisation procedures and policy</li><li>1.5 Staff are briefed on strategies for checking customers' tickets</li></ul> |
| <b>2 Implement revenue protection procedures</b>   | <ul style="list-style-type: none"><li>2.1 Ticket checks are conducted against organisational requirements</li><li>2.2 Fares are collected or infringement notices are issued</li><li>2.3 Use of concession, special and privilege passes is monitored for compliance with organisational policies</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:

- Relevant state and territory regulations and requirements pertaining to revenue protection
- Relevant OH&S and environmental protection procedures and guidelines
- Organisational policies and procedures
- Risks and hazards when providing revenue protection within a transport system and related precautions to control the risk
- Organisation's transport services
- Complementary transport services
- Fare structures
- Concessional privileges
- Timetables
- Typical problems that can occur when providing revenue protection measures and appropriate action that can be taken to prevent or solve them
- Customer service requirements

#### Required skills:

**Required skills:**

- Communicate effectively with others when providing revenue protection measures
- Resolve conflict situations
- Read and interpret instructions, procedures and information relevant to the provision of revenue protection measures
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of revenue protection measures
- Operate electronic communication equipment to required protocol
- Calculate fares
- Work collaboratively with others when providing revenue protection measures
- Deploy staff
- 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 providing revenue protection measures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when providing revenue protection measures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the provision of revenue protection measures
- Monitor work activities in terms of planned schedule
- Manage stress
- 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
- Operate barriers
- Validate tickets
- Apply basic mechanical skills
- Adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S 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

## 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 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
  - 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.

## RANGE STATEMENT

|                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Operations may be conducted:                                                                                      | <ul style="list-style-type: none"><li>• in a range of work environments and weather conditions</li><li>• by day or night</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Revenue protection policy implementation could mean:                                                              | <ul style="list-style-type: none"><li>• company procedures</li><li>• sale of tickets</li><li>• confiscation of invalid tickets</li><li>• identification confirmation</li><li>• checking of concessional, special and privilege passes</li></ul>                                                                                                                                                                                                                                                                                                         |
| Staff allocation could be to:                                                                                     | <ul style="list-style-type: none"><li>• comply with company procedures</li><li>• the organisation's embarking and disembarking points</li><li>• the transportation units</li></ul>                                                                                                                                                                                                                                                                                                                                                                      |
| Resources to monitor fare compliance may include:                                                                 | <ul style="list-style-type: none"><li>• company procedures</li><li>• barrier equipment</li><li>• timetable and transport system information</li><li>• tickets</li><li>• automatic ticket collection equipment</li><li>• radio</li><li>• fare schedule</li><li>• infringement notice</li></ul>                                                                                                                                                                                                                                                           |
| Strategies for the checking of ticketing can include:                                                             | <ul style="list-style-type: none"><li>• company procedures</li><li>• continuous checking</li><li>• random checking</li><li>• casual checking</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                  |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may include: | <ul style="list-style-type: none"><li>• company procedures</li><li>• enterprise procedures</li><li>• organisational procedures</li><li>• established procedures</li></ul>                                                                                                                                                                                                                                                                                                                                                                               |
| Information/documents may include:                                                                                | <ul style="list-style-type: none"><li>• workplace policies and procedures</li><li>• customer requests books</li><li>• safeworking forms</li><li>• dangerous goods manifests</li><li>• relevant regulations concerning revenue protection within transport systems</li><li>• competency standards and training materials</li><li>• award, enterprise bargaining agreement, other industrial arrangements</li><li>• standards and certification requirements</li><li>• quality assurance procedures</li><li>• security and emergency procedures</li></ul> |
| Applicable regulations and                                                                                        | <ul style="list-style-type: none"><li>• relevant state/territory regulations and legislation concerned with revenue protection within transport</li></ul>                                                                                                                                                                                                                                                                                                                                                                                               |

**RANGE STATEMENT**

legislation may include:

systems

- relevant state/territory OH&S regulations and legislation
- relevant state/territory environmental protection legislation

**Unit Sector(s)**

Not Applicable

**Competency Field**

**Competency Field**

O - Security