



Australian Government

Department of Education, Employment and Workplace Relations

TLIP5008A Manage a transport and logistics business unit

Release: 1

TLIP5008A Manage a transport and logistics business unit

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to manage a transport and logistics business unit in accordance with relevant regulatory requirements and workplace procedures. This includes identifying the market for the business unit, setting transport and logistics business unit objectives, collecting information for business planning operations, establishing the resources required to achieve objectives, and managing business unit performance to achieve the required outcomes. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be must be carried out in compliance with the relevant Australian and international regulations, standards and codes of practice.

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 who provide 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

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|---|---|
| 1 Identify market | 1.1 Existing customers are identified and feedback gained regarding performance
1.2 Improvements are planned to increase service provision
1.3 Potential customers are identified and arrangements are made to target potential customers |
| 2 Set transport and logistics business unit objectives | 2.1 Goals for the transport and logistics business are identified in accordance with enterprise business plan
2.2 Key performance indicators are defined and documented
2.3 A strategy to achieve transport and logistics business unit objectives in the short, medium and long term is prepared
2.4 Contingency plans are developed in the event that objectives need to be varied |
| 3 Collect information for business planning operations | 3.1 Information on market competitors, potential opportunities and weaknesses of the business is collected, analysed and organised
3.2 Available resources are identified taking into account customer needs and the business objectives |
| 4 Establish resources to achieve objectives | 4.1 Financial flows are planned and scheduled
4.2 Information on costs and resource utilisation is interpreted and budget requirements are identified
4.3 Staff and physical resource requirements are identified and costed to meet the business requirements
4.4 Job profiles are determined and resources are made available for training to meet business objectives
4.5 Transport and logistics business unit objectives and related policies and practices are explained to employees
4.6 Resource acquisition is managed to ensure business objectives are achieved |
| 5 Manage business unit performance | 5.1 Systems and processes are established to assess progress in achieving profit/productivity plans and targets
5.2 Systems for resource acquisition and usage are established
5.3 Financial information is analysed and interpreted to monitor profit/productivity performance
5.4 Systems and processes are monitored to establish whether resources are being used as planned
5.5 Problems with resource usage are investigated and rectified
5.6 Effective action is taken to reduce costs and enhance value to customers and/or enterprise
5.7 Recommendations for variations to operational plans are negotiated and approved by any relevant parties |

ELEMENT**PERFORMANCE CRITERIA**

5.8 Performance reports are generated in accordance with enterprise 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:

- Australian and international regulations, codes of practice and legislative requirements relevant to business unit activities
- Relevant OH&S and environmental procedures and regulations
- Workplace policies and processes for the management of a transport and logistics business unit
- Problems that may occur when managing a transport and logistics business unit, and action that can be taken to report or resolve the problems
- Hazards and risks that may arise during the management of a transport and logistics business unit, and ways of controlling the risks involved
- Business policies and priorities
- Market intelligence relevant to business operations
- Information on key competitors' operations, strengths and weaknesses
- Focus of operation of work systems, resources, management and workplace operating systems
- Quality and customer service standards, policies and procedures
- Application of relevant Australian and international standards and associated certification requirements
- Resource availability including the competencies of individuals in the team and group
- The application of current competencies within functional activity

Required skills:

- Communicate effectively with others when managing a transport and logistics business unit
- Read and interpret operational data, regulatory requirements, market intelligence, finance, budgetary information and business policies relevant to the management of a transport and logistics business unit
- Prioritise work and coordinate self and others in relation to business activities
- Complete documentation related to the management of a transport and logistics business unit
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when managing a transport and logistics business unit

Required skills:

- 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 arise when managing a transport and logistics business unit in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may arise when managing a transport and logistics business unit
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and 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 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

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.

The business unit may be:	• a complete small business enterprise • a unit within a larger organisation, within the warehousing, storage, transport, and logistics industries
This unit requires the application of:	• system management processes to ensure business objectives are achieved
Customers may be:	• internal or external
Operations may be conducted:	• by day or night • any weather conditions
The workplace environment may involve:	• twenty-four hour operation • single and multi-site locations • large, medium and small workplaces
Services, products, risks, work	• potentially vary in different sections of the workplace

RANGE STATEMENT

systems and requirements:

Consultative processes may involve:

- employees, supervisors and managers
- customers and suppliers
- relevant authorities, government departments and institutions
- representatives of other enterprises and organisations with an interest in the business activities of the unit/organisation
- industrial relations and OH&S specialists
- other professional or technical staff

Communications systems may involve:

- fixed and mobile telephone
- radio
- fax
- email
- electronic data transfer of information
- mail and internal memo

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

- company procedures
- enterprise procedures
- organisational procedures
- established procedures

Documentation/records may include:

- Australian codes of practice and regulations relevant to business unit operations
- business policies and operating procedures
- operations manuals, job specifications and procedures and induction documentation
- supplier and/or client instructions
- relevant Australian Standards, criteria and certification requirements
- communications technology equipment and 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 regulations and legislation may include:

- regulations and codes of practice relevant to business unit operations
- relevant codes and regulations for the carriage and storage of hazardous substances and dangerous goods, where applicable

RANGE STATEMENT

- relevant Australian Standards and certification requirements
- relevant trade practices legislation
- relevant state/territory OH&S legislation
- relevant state/territory environmental protection legislation
- 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

P - Administration and Finance