Australian Government

TLII0009 Provide a service to rail customers

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Release: 1

TLII0009 Provide a service to rail customers

Modification History

Release	Comments
1	This unit of competency was first released in TLI Transport and Logistics Training Package Release 19.0.

Application

This unit describes the performance outcomes, skills and knowledge required to provide service to internal and external customers in the rail industry.

It includes communicating effectively with customers, identifying customer needs, providing customer service within the scope of own role and assisting customers with specific needs. It also covers responding appropriately to customer incidents and conflict situations and reflecting on customer service performance.

The unit applies to individuals preparing for entry-level employment, further education and training, or working in customer-facing and operational support roles within the rail industry. Completion of this unit does not provide competency to undertake any regulated, licensed, accredited, safety-critical or role-specific work activities in the rail industry.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite unit(s)

Not applicable.

Competency field(s)

Not applicable.

Unit sector(s)

Rail Sector.

Elements and Performance Criteria

Elements	**Performance criteria**
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

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1	Communicate with rail customers	1.1	Identify scope of own customer service role and responsibilities
		1.2	Distinguish between internal and external customers and their service requirements
		1.3	Identify workplace customer service standards, policies and procedures
		1.4	Communicate professionally using appropriate interpersonal and communication skills.
2	Identify and respond to customer needs	2.1	Use questioning and active listening techniques to identify customer needs
		2.2	Confirm customer requirements and clarify information where necessary
		2.3	Prioritise customer needs in accordance with workplace procedures
		2.4	Recognise the limits of own authority and seek assistance where required
3	Provide customer service	3.1	Provide customer service that meets customer needs and workplace requirements
		3.2	Provide accurate and timely information using available resources
		3.3	Respond to customer enquiries and complaints professionally and respectfully
		3.4	Escalate customer issues beyond own authority in accordance with workplace procedures
		3.5	Confirm that customer needs have been addressed
4	Assist customers with specific needs	4.1	Identify customers requiring assistance
		4.2	Offer assistance according to workplace procedures
		4.3	Respect customer independence, dignity and choice
		4.4	Provide assistance within the scope of own role
		4.5	Arrange additional assistance where required

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5	Respond to a customer incident	5.1	Recognise customer incidents requiring a response
		5.2	Respond according to workplace procedures while maintaining personal and public safety.
		5.3	Provide assistance within the scope of own role and training
		5.4	Communicate with relevant rail persons and request support where required
		5.5	Complete post incident workplace documentation
6	Respond to behaviour of concern	6.1	Recognise actual or potential behaviour of concern
		6.2	Assess risks to personal safety and the safety of others
		6.3	Respond to behaviour of concern within the scope of own authority and workplace procedures
		6.4	Use communication techniques to de-escalate the situation where appropriate
		6.5	Seek assistance or escalate to appropriate persons where required
		6.6	Record and report the incident according to workplace procedures
7	Review customer service performance	7.1	Review own customer service performance against workplace expectations
		7.2	Seek and consider feedback from customers, colleagues or supervisors
		7.3	Identify opportunities to improve future customer service performance

Foundation Skills

For information regarding essential foundation skills and the unit relationship to the ACSF and DigComp (3.0), refer to the TLI Training Package Companion Volume Foundation Skills.

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Digital Skills (Ref to DigComp 3.0)

Basic: CS1.1.04: Use digital search tools to implement, refine and update basic information searches. **[AI-I]**

Basic: CS2.1.01: Identify and use basic features of digital communication tools to interact with individuals and groups. **[AI-I]**

Int: CS3.2.07: Modify or transform digital textual, numeric or visual representations to effectively and accurately convey the meaning of data and information.

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Assessment Requirements for TLII0009 Provide a service to rail customers

Performance Evidence

Evidence required to demonstrate competence in this unit must satisfy all of the requirements of the elements and performance criteria on at least one occasion.

Evidence must demonstrate the ability to:

- identify the scope of own customer service role and distinguish between internal and external customers
- communicate effectively with customers using appropriate interpersonal and communication skills
- identify and confirm customer needs using questioning, active listening and clarifying techniques
- provide customer service that meets customer needs and workplace requirements
- use workplace resources to provide accurate information to customers
- recognise the limits of own authority and seek assistance or escalate customer issues where required
- provide customer service to:
  - at least two (2) internal customers
  - at least four (4) external customers
    representing a range of customer service needs
- assist at least one (1) customer requiring additional support in accordance with workplace procedures while respecting the customer's independence, dignity and choice
- respond appropriately to one (1) simulated customer incident requiring assistance by:
  - maintaining personal and public safety
  - providing assistance within the scope of own role
  - communicating with relevant personnel
  - completing required workplace documentation
- respond appropriately to one (1) simulated situation addressing behaviour of concern by:
  - assessing the situation
  - using appropriate communication techniques to de-escalate the situation where appropriate
  - seeking assistance or reporting the matter where required

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- completing required workplace documentation
- review own customer service performance using feedback from customers, colleagues or supervisors and identify opportunities for improvement.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- range of roles in the rail/light rail industry which include contact with the travelling public
  - types of internal customers:
  - other customer service areas within the same accredited rail operator network
  - other operational areas, departments, divisions within the same accredited rail operator network
  - contractors engaged by the accredited rail operator

- types of external customers:
  - persons using metropolitan, regional and/or interstate rail/light rail travel services (passengers)
  - individuals, enterprises, businesses or government department or agencies using rail metropolitan, regional or interstate freight services
  - other accredited rail operators seeking service advice e.g. information on interconnecting services
  - examples of service needs or provisions to the internal customer
  - examples of the services needs or provisions to the external customer

- elements that contribute to the provision of quality customer service:
  - interpersonal skills such as eye contact, showing interest, active listening
  - escalating a customer need or concern if beyond own area of responsibility
  - seeking feedback from customer
  - features of rail operator customer service policy and procedures

- key policy features for assisting rail users with special needs:
  - sight impaired person (with or without an assistance dog)
  - person in a wheelchair
  - person with a walking frame or using crutches
  - very senior citizen
  - person with a disability
  - person with infants or young children

- personal presentation and dress code for a rail customer service role:
  - clean, pressed regulation uniform and clean footwear

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- high visibility vest (if required) and name tag
- groomed hair
- personal hygiene e.g. cleanliness
- wearing of jewellery and sunglasses

- types of communication technology used in a rail environment:
  - telephone (landline/mobile)
  - two-way radio
  - public address system
  - CCTV (Closed Circuit TV)
  - key features of procedures for handling or de-escalating unruly behaviour on a carriage, tram, track or station platform

- types of unruly behaviour that may present in a rail environment:
  - alcohol or drug affected passenger
  - loud or disrespectful behaviour in a carriage or on a platform
  - passenger making unwanted contact with another passenger
- rail emergency procedures and emergency response plans
- documentation and reporting requirements for rail incidents or hazards

Assessment Conditions

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the task being performed and the needs of the candidate.

Resources for assessment include:

- suitable learning environment such as a classroom equipped with data projector and screen
- computer hardware/software with access to the internet
- rail operator customer service policy and procedures
- passenger rail carriage or station platform (or simulated arrangement)
- rail passengers with specific needs (simulated by trainer/fellow student)
- traveller or passenger demonstrating behaviour of concern (simulated by trainer or fellow trainees)

Unit Mapping Information

Previous Code and Title	Equivalence	Comments
	Newly created	This unit has been created to address a skill or task required by industry that is not covered by an existing unit of competency

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Links

Companion volumes, including implementation guides, are found on the national training register - https://training.gov.au/training/details/TLI.

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