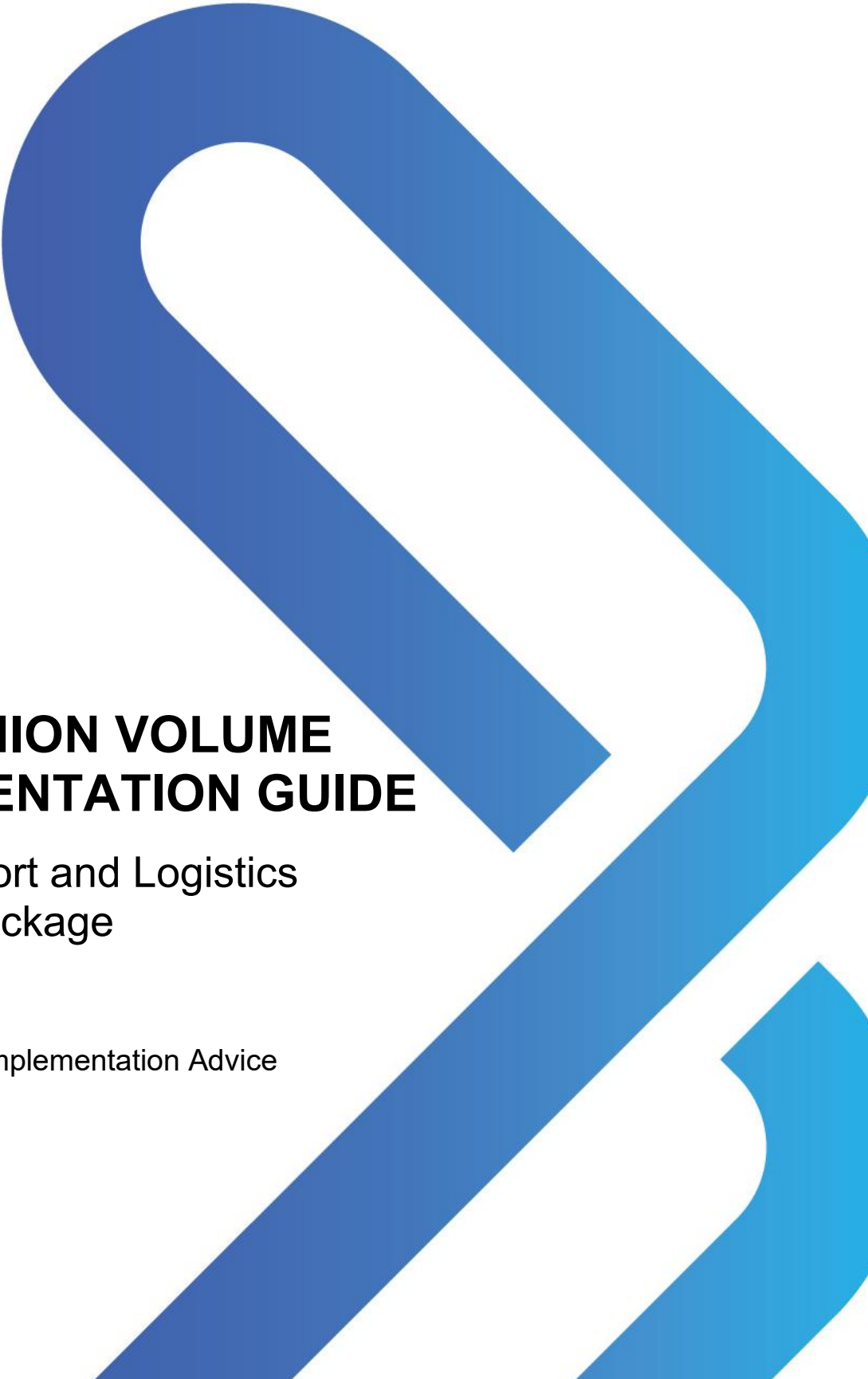




COMPANION VOLUME IMPLEMENTATION GUIDE

TLI Transport and Logistics
Training Package

Release 16.0

Attachment F: Implementation Advice
For TLIA – TLIB

The following Companion Volume Implementation Guides (CVIG) Attachments are kept in separate files for ease of access. Attachment breakdown below.

ATTACHMENT A-C:

Qualification Mapping

Skill Sets Mapping

Units of Competency Mapping

ATTACHMENT D:

Summary of Qualification Licensing/Regulatory information

ATTACHMENT E:

Training Package pathways advice

ATTACHMENT F:

TLI Implementation Advice – TLIA - TLIB

TLI Implementation Advice – TLIC – TLID

TLI Implementation Advice – TLIE– TLIK

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ATTACHMENT G-H:

CVIG – Quality Assurance Process

CVIG – Template

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About Industry Skills Australia 1

Attachment F: Implementation advice 2

ABOUT INDUSTRY SKILLS AUSTRALIA

Industry Skills Australia (ISA) has been appointed as the Jobs and Skills Council for the nation's Transport and Logistics, Rail, Aviation and Maritime industries and the emerging sectors of Omnichannel Logistics and Distribution, and Air and Space Transport and Logistics.

Jobs and Skills Councils have **four (4) broad roles**:

1. **Industry Stewardship** which involves gathering industry intelligence to reliably represent the views and needs of industry back to the VET system and its decision-makers
2. **Workforce Planning** which enables industry to identify its workforce development issues and design high-impact solutions, which are then captured in the Committee's national Workforce Plan for the industry
3. **Training Product Development** which focusses on improving the quality, speed to market and responsiveness of training products to employer and workforce needs
4. **Implementation, promotion and monitoring** which involves supporting training providers, promoting careers and monitoring how well the system is meeting the needs of industry and learners.

Jobs and Skills Councils replace and subsume the work of previous Industry Reference Committees, Skills Service Organisations and Skills Organisations.

ISA was established in early 2023, 28 years after its predecessor the Transport and Logistics Industry Skills Council (TLISC) was established in 1996 and Australian Industry Standards (AIS) in 2016. More information about ISA can be found at www.industryskillsaustralia.org.au.

ATTACHMENT F: IMPLEMENTATION ADVICE

A: Handling Cargo/Stock

TLIA0002 Prepare cargo for export	
Organisation of the cargo for export may include:	• movement of equipment, goods, materials and vehicular traffic
Customers may be:	• internal or external
Operations may be conducted:	• by day or night
Cargo to be exported may include:	• dangerous, hazardous, perishable, fragile, packaged goods or in liquid or solid form
Forms of documentation for the export of cargo may include:	• invoices • manifests • packing specifications and lists
Transport modes may include:	• air, sea or combinations
Requirements for work may include:	• additional gear and equipment • authorities and permits • communications equipment • hours of operations • incident/accident breakdown procedures • noise restrictions • site restrictions and procedures • specialised lifting and/or handling equipment • use of safety and personal protective equipment (PPE)
Hazards may include:	• contamination of, or from, materials being handled • dust/vapours • hazardous or dangerous materials • noise, light, energy sources • service lines • spills, leakages, ruptures • stationary and moving machinery, parts or components
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 PPE
Established industry practice when planning procedures	• available space is used efficiently

for the loading of cargo includes:	• dangerous goods are labelled in accordance with Australian Dangerous Goods (ADG) Code • dangerous goods are packaged and labelled in accordance with their class and subsidiary risk • goods are packed for ease of inspection and to meet delivery and customer requirements • goods are secured ensuring no damage to contents • weight and volume of consolidated cargo conforms to specifications
Consultative processes may involve:	• industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • management and union representatives • other employees and supervisors • other maintenance, professional or technical staff • relevant authorities and institutions • suppliers, potential customers and clients
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Information/documentation may include:	• Australian and international codes of practice and regulations relevant to export of cargo • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • Australian and international standards, criteria and certification requirements • communications technology equipment, oral, aural or signed communications • emergency procedures • operations manuals, job specifications and procedures and induction documentation • quality assurance procedures • Safe Working Load (SWL) and Working Load Limits (WLL) of transport options • supplier and/or client instructions • workplace operating procedures and policies • relevant competency standards and training materials

Applicable procedures and codes may include:	• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian and international codes for transporting explosives - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) • international transport regulations, codes and procedures • relevant Australian and international standards and certification requirements • relevant codes and regulations for the export of cargo • relevant international and Australian state/territory road rules and transport regulations • relevant state/territory environmental protection legislation • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation
TLIA0003 Complete and check import/export documentation	
Work may be conducted in:	• a range of work environments • by day or night
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Work may be conducted in:	• limited or restricted spaces • exposed conditions • controlled or open environments
Cargo may include:	• goods with specialist requirements, including temperature controlled goods and dangerous goods • personal effects • consignments imported/exported by parcels post • consignments imported/exported by air freight • consignments imported/exported by sea freight • wildlife or wildlife products (living or non-living) • goods with specialist requirements, including temperature controlled goods and dangerous goods
Hazards in the work area may include exposure to:	• chemicals • dangerous or hazardous substances • movements of equipment, goods and materials

Consultative processes may involve:	• other employees and supervisors • suppliers, customers and clients • relevant authorities and institutions • management and union representatives • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • other maintenance, professional or technical staff
Communication in the work area may include:	• phone • electronic data interchange (EDI) • fax • email • internet • radio • oral, aural or signed communications
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/documents may include:	• goods identification numbers and codes • manifests, barcodes, and container identification/serial number • relevant Customs legislation, related legislation including quarantine legislation, environment and conservation legislation and Australian and international codes of practice and regulations relevant to import/export of cargo • Australian and international standards, regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • packing declaration • timber treatment certificates • cleanliness certificate • handling instructions for cargo (especially for dangerous goods or temperature controlled goods) • commercial invoices • packing lists • air waybill (AWB) • certificates of origin

	• bills of lading (B/L) or sea waybills • certificates of marine insurance, other insurance certificates • quarantine treatment certificate • transportation and warehousing instructions • permits from regulatory bodies (Australian and international) • financial documentation • other documents specific to goods, country of origin/destination • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant Customs and related legislation, including taxation legislation • relevant standards and codes for the import/export of cargo • quarantine legislation • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - Australian and international codes for transporting explosives • workplace relations regulations • equal opportunity legislation • equal employment opportunity and affirmative action legislation
TLIA0004 Complete receipt and despatch documentation	
Work may be conducted in:	• limited or restricted spaces • exposed conditions • controlled or open environments
Received or despatched goods may involve:	• special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances

Problems that may occur when receiving/despaching goods include:	• damaged stock • damaged pallets or packaging • wrong stock • error in paperwork • poorly stacked stock • incorrect quantity
Aspects of goods to be checked when receiving/despaching goods may include:	• correct type • number • condition • quality • packaging • labelling • dangerous goods declarations and marking (where applicable)
Information/documents may include:	• goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • codes of practice and regulations relevant to the receiving of goods • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
TLIA0005 Connect and disconnect reefer units	
Work may be conducted:	• in a range of work environments • by day or night
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Work may be conducted in:	• limited or restricted spaces

	• exposed conditions • controlled or open environments • at heights
Reefer units may:	• require the attachment of clip-on units
Hazards in the work area may include exposure to:	• chemicals • dangerous or hazardous substances • movements of equipment, goods and materials
Personnel in work area may include:	• workplace personnel • site visitors • contractors • official representatives
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing
Communication in the work area may include:	• phone • radio • oral, aural or signed communications
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/documents may include:	• goods identification numbers and codes • manifests, bar codes, and container identification/serial number • Australian and international codes of practice and regulations relevant to the transport of cargo • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements

	- quality assurance procedures - emergency procedures
Applicable regulations and legislation may include:	- relevant standards and codes applying to the connection and disconnection of reefer units - licence, patent or copyright arrangements - water and road use and licence arrangements - export/import/quarantine/bond requirements - marine orders - relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation - workplace relations regulations - workers compensation regulations
TLIA0006 Coordinate goods to bond premises	
Work may be conducted in:	- limited or restricted spaces - exposed conditions - controlled or open environments
Hazards in the work area may include exposure to:	- chemicals - dangerous or hazardous substances - movements of equipment, goods and materials
Personal protective equipment (PPE) may include:	- gloves - safety headwear and footwear - safety glasses - two-way radios - high visibility clothing
Information/documents may include:	- workplace procedures and policies for the coordination of goods to bond store premises - supplier and/or client instructions - goods identification numbers and codes - manifests, bar codes, goods and container identification/serial number - agents' delivery order and agents' program - customer clearance - quarantine clearance - point of empty return/hand-over agreement - continuing permission - single transaction permissions - chief clerks MT delivery program

	• gate pass/VMO clearance stamped • bulk run numbers • manufacturer specifications for equipment • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • relevant legislation, regulations and related documentation including Australian Dangerous Goods (ADG)/the International Maritime Dangerous Goods (IMDG) Code • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
TLIA0007 Coordinate stevedoring clerical functions	
Work may be conducted in:	• limited or restricted spaces • exposed conditions • controlled or open environments
Hazards in the work area may include exposure to:	• chemicals • dangerous or hazardous substances • movements of equipment, goods and materials
Personnel in work area may include:	• workplace personnel • site visitors • contractors • official representatives
Communication in the work area may include:	• phone • fax • email/internet • electronic data interchange (EDI) • radio frequency systems • radio • oral, aural or signed communications
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/documents may include:	• goods identification numbers and codes • manifests, bar codes, and container identification/serial number

	• Australian and international codes of practice and regulations relevant to clerical functions at a container/cargo terminal/wharf • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant standards, codes and regulations for terminal and wharf operations • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - Australian and International codes for transporting explosives • licence, patent or copyright arrangements • water and road use and licence arrangements • export/import/quarantine/bond requirements • marine orders • relevant Australian Standards and certification requirements • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workplace relations regulations • workers compensation regulations
TLIA0008 Coordinate stocktakes	
Work may be conducted in:	• restricted spaces • exposed conditions

	• controlled or open environments
Equipment used in stocktaking may include:	• calculators • scanners • hand-held computers
Inventory systems may be:	• automated • manual • paper-based • computerised • microfiche
Categories or groups of products/stock may include:	• small parts • perishable goods • overseas export • dangerous goods • refrigerated products • temperature controlled stock • fragile goods
The characteristics of products/stock may include:	• small parts • toxicity • flammability • form • weight • size • state • perishability • fragility • security risk
Labelling systems may include:	• batch code • bar code • identification numbering systems • serial numbers • symbols for safe handling • Australian Dangerous Goods (ADG) and HAZCHEM Codes
Hazards in the work area may include:	• chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • oil or water on floor

	• a fire or explosion • damaged packaging or pallets • debris on floor • faulty racking • poorly stacked pallets • faulty equipment
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Information/documents may include:	• goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • codes of practice and regulations relevant to the identification, handling and stacking of goods • Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
TLIA0010 Identify goods and store to specifications	
Workplace activities being organised may include but are not limited to:	• receipt • storage • goods/stock movement • despatch • stock levels • re-ordering processes
Work may be conducted in:	• restricted spaces

	• exposed conditions • controlled or open environments
Goods may involve:	• special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
Storage types may include but are not limited to:	• bin/binning systems • rack refrigeration/freezers/cold rooms • marked floor space • containers • racks and racking systems • block/stacks • pallets
Categories or groups of products/stock may include:	• small parts • perishable goods • overseas export • dangerous goods • refrigerated products • temperature controlled stock • fragile goods
The characteristics of products/stock may include:	• small parts • toxicity • flammability • form • weight • size • state • perishability • fragility • security risk
Labelling systems may include but are not limited to:	• batch code • bar code • identification numbering systems • serial numbers • symbols for safe handling • Australian Dangerous Goods (ADG) and HAZCHEM Codes
Information/documents may include:	• goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes, and container identification/serial number

	• codes of practice and regulations relevant to workplace operations • Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • awards, enterprise bargaining agreements, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
TLIA0011 Implement and monitor stevedoring regulations	
Work may be conducted:	• in limited or restricted spaces • in exposed conditions • in controlled or open environments • in a range of work environments • by day or night
Hazards in the work area may include:	• exposure to chemicals • exposure to dangerous or hazardous substances • movements of equipment, goods and materials
Relevant personnel may include:	• the master and officers of a vessel • the crew of a vessel • workplace team leaders/supervisors • other workplace personnel • customs officers and representatives • relevant government departments and agencies responsible for enforcing Australian quarantine laws • site visitors • contractors • other technical, maintenance and professional staff
Communication in the work area may include:	• phone • fax • email • electronic data interchange (EDI)

	• radio frequency systems • radio • oral, aural or signed communications
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/documents may include:	• Australian and international regulations and codes of practice relevant to stevedoring operations • operations manuals, job specifications and induction documentation • workplace operating procedures and policies • guidelines and information on regulatory requirements issued by the relevant regulatory authorities • documentation required to be completed under the relevant regulatory requirements • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant codes and regulations for stevedoring operations • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - Australian and international explosives codes • other sections of the Marine Orders and other regulations administered by the Australian Maritime Safety Authority (AMSA) • quarantine regulations administered relevant government departments and agencies responsible for enforcing Australian quarantine laws • customs regulations (export/import/bond requirements) • relevant state/territory marine authority/port authority regulations • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation

	• water/sewerage regulations • relevant state/territory road traffic regulations • licence, patent or copyright arrangements • workplace relations regulations • workers compensation regulations
TLIA0013 Maintain container and freight records	
Work may be conducted in:	• limited or restricted spaces • exposed conditions • controlled or open environments
Containers/cargo may include:	• goods with specialist requirements, including reefer units and containers/cargo containing temperature controlled goods and/or dangerous goods
Information recorded during daily monitoring of reefers may include:	• temperatures • water meter readings • any faults in the operation of the reefer
Hazards in the work area may include exposure to:	• chemicals • dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing
Information/documents may include:	• goods identification numbers and codes • manifests, bar codes, and container identification/serial number • Australian and international codes of practice and regulations relevant to the maintenance of container/cargo records • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable)

	• award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
TLIA0014 Organise and monitor terminal/wharf operations	
Work may be conducted in:	• limited or restricted spaces • exposed conditions • controlled or open environments
Account may be taken of the following conditions in relation to operational safety (depending on the operational context of the terminal/wharf concerned):	• organisational and statutory operating requirements • surface condition of the work area • stacking area • degree of visibility • weather conditions • other traffic • obstacles • site and nature of loads • ship/vehicle/rail movements • tidal movement
Hazards in the work area may include exposure to:	• chemicals • dangerous or hazardous substances • movements of equipment, goods and materials
Personnel in work area may include:	• workplace personnel • site visitors • contractors • official representatives
Communication in the work area may include:	• phone • fax • email • electronic data interchange (EDI) • radio frequency systems • radio • oral, aural or signed communications
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/documents may include:	• goods identification numbers and codes • manifests, bar codes, and container identification/serial number • Australian and international codes of practice and regulations relevant to the organisation and monitoring of terminal/wharf operations • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
TLIA0015 Organise receipt and despatch operations	
Work may be conducted in:	• limited or restricted spaces • exposed conditions • controlled or open environments
Information/documents may include:	• goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • manufacturer specifications for equipment/tools • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • codes of practice including the Codes of Practice for Manual Handling and the Industry Safety Code • relevant legislation, regulations and related documentation including the Australian Dangerous Goods (ADG) Code • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures

	• emergency procedures
TLIA0016 Organise warehouse records operations	
Work may be conducted in:	• restricted spaces • exposed conditions • controlled or open environments
Storage requirements may include:	• security • clean environment • computer disks • type of document • confidentiality • accessibility • microfilm • hard copies
Information/documents may include:	• goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • codes of practice and regulations relevant to the identification, handling and stacking of goods • Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
TLIA0017 Process receipt and delivery of containers and cargo	
Work may be conducted:	• in a range of work environments • by day or night
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Work may be conducted in:	• limited or restricted spaces

	• exposed conditions • controlled or open environments
Cargo may include:	• goods with specialist requirements, including temperature controlled goods and dangerous goods
Hazards in the work area may include exposure to:	• chemicals • dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic
Personnel in work area may include:	• workplace personnel • site visitors • contractors • official representatives
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing
Communication in the work area may include:	• phone • fax • email • electronic data interchange (EDI) • radio frequency systems • radio • oral, aural or signed communications
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/documents may include:	• goods identification numbers and codes • manifests, bar codes, and container identification/serial number • Australian and international codes of practice and regulations relevant to the processing of the receipt and delivery of containers and cargo • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation

	• manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant codes and regulations for the receipt and delivery of containers and cargo • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - Australian and international codes for transporting explosives • licence, patent or copyright arrangements • water and road use and licence arrangements • export/import/quarantine/bond requirements • marine orders • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workplace relations regulations • workers compensation regulations
TLIA0018 Transfer cargo	
Work may be conducted in:	• a range of work environments • by day or night
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Work may be conducted in:	• limited or restricted spaces • exposed conditions • controlled or open environments

Cargo/freight may include:	goods with specialist requirements, including temperature controlled goods and dangerous goods
Equipment may include:	appropriate load shifting equipment normally in use at a terminal or wharf (but does not include gantry equipment, boom cranes, dozers or specialised load shifting equipment which are covered by separate competency units)
Hazards in the work area may include exposure to:	- chemicals - dangerous or hazardous substances - movements of equipment, goods, materials and vehicular traffic
Personal protective equipment (PPE) may include:	- gloves - safety headwear and footwear - safety glasses - two-way radios - protective clothing - high visibility clothing
Communication in the work area may include:	- phone - fax - email - electronic data interchange (EDI) - radio frequency systems - radio - oral, aural or signed communications
Personnel in work area may include:	- workplace personnel - site visitors - contractors - official representatives
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/documents may include:	- goods identification numbers and codes - manifests, bar codes, and container identification/serial number - Australian and international codes of practice and regulations relevant to the transfer of cargo - Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances

	• operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant codes and regulations for the transfer of cargo/freight • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - Australian and international codes for transporting explosives • licence, patent or copyright arrangements • water and road use and licence arrangements • export/import/quarantine/bond requirements • marine orders • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workplace relations regulations • workers compensation regulations
TLIA0019 Despatch stock	
Goods to be despatched may involve:	• special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances
Problems that may occur when despatching an order include:	• wrong stock is despatched • wrong carton for order • incorrect location • damaged stock • no stock at location • incorrect quantity

	• failing to meet a special order requirement • failing to meet customers delivery requirements
Special order requirements may include:	• pricing • special packing • specific size of carton • special categories of stock
Communication in the work area may include:	• phone • electronic data interchange (EDI) • fax • email • internet • radio frequency communications • barcode readers • oral, aural or signed communications
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Information/documents may include:	• goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • manufacturer specifications for equipment/tools • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and material safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • codes of practice • relevant legislation, regulations codes of practice and related documentation including the Australian Dangerous Goods (ADG) Code • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant codes and regulations pertaining to the organising of despatch operations

	• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - ADG Codes - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - Australian and international codes for transporting explosives • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation • relevant state/territory environmental protection legislation • licence, patent or copyright arrangements • water and road use and licence arrangements • export/import/quarantine/bond requirements • workplace relations regulations • workers compensation regulations
TLIA0020 Package goods	
Goods may involve:	• special handling, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
Hazards in the work area may include exposure to:	• a fire or explosion • chemicals • damaged packaging or pallets • dangerous or hazardous substances • debris on floor • faulty equipment • faulty racking • movements of equipment, goods and materials • oil or water on floor • poorly stacked pallets
Communication in the work area may include:	• phone • electronic data interchange (EDI) • fax • email • internet • radio • oral, aural or signed communications

Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Information/documents may include:	• goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • codes of practice and regulations relevant to the packaging of goods • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant codes and regulations for the packaging of goods • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian and international codes for transporting explosives • licence, patent or copyright arrangements • water and road use and licence arrangements • export/import/quarantine/bond requirements • marine orders • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workplace relations regulations • workers compensation regulations

TLIA0021 Participate in stocktakes

Goods may involve:	• special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
Inventory systems may be:	• automated • manual • paper based • computerised • microfiche
Categories or groups of products/stock may include:	• small parts • perishable goods • overseas export • dangerous goods • refrigerated products • temperature controlled stock • fragile goods
Hazards in the work area may include:	• chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • oil or water on floor • a fire or explosion • damaged packaging or pallets • debris on floor • faulty racking • poorly stacked pallets • faulty equipment
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Information/documents may include:	• goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • codes of practice and regulations relevant to the identification, handling and stacking of goods • Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances

	• operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • export/import/quarantine/bond requirements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant codes and regulations for the packaging of goods • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian and international codes for transporting explosives • licence, patent or copyright arrangements • water and road use and licence arrangements • export/import/quarantine/bond requirements • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workplace relations regulations • workers compensation regulations
TLIA0022 Pick and process orders	
Problems that may occur when picking and processing an order include:	• wrong stock is picked • wrong carton for order • incorrect location • damaged stock • no stock at location • incorrect quantity • failing to meet a special order requirement
Special order requirements may include:	• pricing • special packing • specific size of carton • special categories of stock

Hazards in the work area may include exposure to:	- chemicals - dangerous or hazardous substances - movements of equipment, goods and materials - oil or water on floor - a fire or explosion - damaged packaging or pallets - debris on floor - faulty racking - poorly stacked pallets - faulty equipment
Personal protective equipment (PPE) may include:	- gloves - safety headwear and footwear - safety glasses - two-way radios - high visibility clothing
Information/documents may include:	- goods identification numbers and codes - manifests, picking slips, merchandise transfers, stock requisitions and bar codes - manufacturer specifications for equipment/tools - workplace procedures and policies - supplier and/or client instructions - safety data sheets (SDS)/material safety data sheets (MSDS) - codes of practice - relevant legislation, regulations codes of practice and related documentation - award, enterprise bargaining agreement, other industrial arrangements - standards and certification requirements - quality assurance procedures - emergency procedures
Applicable regulations and legislation may include:	- relevant codes and regulations pertaining to the picking and processing of orders - Australian Dangerous Goods (ADG) Code - relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation - relevant state/territory environmental protection legislation - licence, patent or copyright arrangements - water and road use and licence arrangements

	• export/import/quarantine/bond requirements • workplace relations regulations • workers compensation regulations
TLIA0023 Receive goods	
Received goods may involve:	• special handling and storage requirements, including temperature controlled goods and dangerous goods
Problems that may occur when receiving goods may include:	• damaged stock • damaged pallets or packaging • wrong stock • error in paperwork • poorly stacked stock • incorrect quantity
Aspects of goods to be checked when receiving goods may include:	• correct type • number • condition • quality • packaging • labelling • dangerous goods declarations and markings (where applicable)
Hazards in the work area may include exposure to:	• chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • oil or water on floor • fire or explosion • damaged packaging or pallets • debris on floor • poorly stacked pallets • faulty equipment
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Information/documents may include:	• goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • codes of practice and regulations relevant to the receiving of goods

	• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant codes and regulations for the receiving of goods • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian Marine Orders and the International Maritime Dangerous Goods Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - Australian and international codes for transporting explosives • licence, patent or copyright arrangements • water and road use and licence arrangements • export/import/quarantine/bond requirements • marine orders • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workplace relations regulations • workers compensation regulations
TLIA0024 Replenish stock	
Goods may involve:	• special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
Inventory systems may be:	• automated • manual • paper-based • computerised

	• microfiche
Categories or groups of products/stock may include:	• small parts • perishable goods • overseas export • dangerous goods • refrigerated products • temperature controlled stock • fragile goods
Labelling systems may include:	• batch code • bar code • identification numbering systems • serial numbers • symbols for safe handling • Australian Dangerous Goods (ADG) and HAZCHEM Codes
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Information/documents may include:	• goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • codes of practice and regulations relevant to the identification, handling and stacking of goods • Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures

Applicable regulations and legislation may include:	• relevant codes and regulations for the packaging of goods • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian and international codes for transporting explosives • licence, patent or copyright arrangements • water and road use and licence arrangements • export/import/quarantine/bond requirements • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workplace relations regulations • workers compensation regulations
TLIA0025 Assess and monitor optimum stock levels	
Inventory benchmarks may be:	• periodic, monthly or annual
Lead times may vary in accordance with:	• type of transport mode(s) • processing time • regulatory requirements • freight disputations • customs regulations • scarcity of resource
Information used when assessing and monitoring optimum stock levels may include:	• distribution times • enterprise contract procedures • sales plan • supplier information • supply requirements
Consultative processes may involve:	• other employees and supervisors • suppliers, customers and clients • relevant authorities and institutions • management and union representatives • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • other maintenance, professional or technical staff
Inventory systems may be:	• automated • manual • paper-based

	• computerised • microfiche
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/documents may include:	• relevant workplace quality specifications, policies and procedures • Australian regulations and codes of practice relevant to stock management • manufacturer specifications and/or suppliers handling and storage advice • supplier and/or client instructions • workplace business policies and plans including procedures for maintenance of confidentiality • operations manuals, job specifications and induction documentation • Australian Dangerous Goods (ADG) Code and associated regulations • safety data sheets (SDS)/material safety data sheets (MSDS) • relevant Australian Standards and certification requirements • conditions of service, legislation and industrial agreements including award details, enterprise bargaining agreement, other industrial arrangements • emergency procedures
TLIA0026 Check and control records and documentation	
Cargo/freight may include:	• goods with specialist requirements, including temperature controlled goods and dangerous goods
Personnel in work area may include:	• workplace personnel • site visitors • contractors • official representatives
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:	• compliance programs: - chain of responsibility - fatigue management - HACCP/food safety programs

	- international freight - International Organization for Standardization (ISO) - National Heavy Vehicle Regulator (NHVR) - plant and equipment - work health and safety (WHS)/occupational health and safety (OHS) • despatch and receipt operations • hazardous and dangerous goods • scheduling • stock control
Applicable regulations and legislation may include:	• relevant standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - Australian and international codes for transporting explosives • licence, patent or copyright arrangements • water and road use and licence arrangements • export/import/quarantine/bond requirements • marine orders • relevant Australian Standards and certification requirements • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workplace relations regulations • workers compensation regulations
TLIA0027 Consolidate freight	
Consolidation of freight may include:	• mixed products from multiple areas for shipment to a single customer • the consolidation of smaller shipments
Requirements for work may include:	• freight forwarding protocols and procedures • communications equipment • workplace operations • authorities and permits

	• hours of operation • relevant regulations
Information needed to facilitate the consolidation of freight may include:	• type, capacity and compatibility of cargo • agreed delivery times and routing schedules • pick-up and drop-off points • specified carrier/mode of transport • agreed cost structure
Consultative processes may involve:	• other employees and supervisors • international and domestic agents, suppliers, clients • relevant authorities and institutions • management • work health and safety (WHS)/occupational health and safety (OHS) specialists • other professional or technical staff
Information/documentation may include:	• Australian and international codes of practice and regulations relevant to consolidation of freight • operations manuals, job specifications and procedures and induction documentation • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • competency standards and training materials • manufacturer /client specifications, instructions • workplace operating procedures and policies • supplier and/or client instructions • Australian and international standards, criteria and certification requirements • communications technology equipment, oral, aural or signed communications • emergency procedures • quality assurance procedures
Applicable procedures and codes may include:	• relevant regulations for the import and export of cargo • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code

	- International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - Australian and international codes for transporting explosives • Australian and international standards and certification requirements • international transport regulations, codes and procedures • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation • relevant state/territory environmental protection legislation
TLIA0028 Implement safety stock systems	
Rectifying discrepancies may include:	• updating records to show correct amount • adjusting financial accounting records • adjusting stock records • informing supervisor or appropriate person
Stock discrepancies may include:	• theft or pilferage • breakage or other damage • deterioration of the product • error in recording • failure to check incoming stock against delivery docket • obsolescence resulting in stock having to be discarded
Communication in the work area may include:	• phone • electronic data interchange (EDI) • fax • email • internet • radio frequency systems • oral, aural or signed communications
Documentation and records may include:	• relevant regulations and codes of practice, including Australian Dangerous Goods (ADG) code and safe working and local authority regulations and procedures • relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection regulations • workplace policies and procedures related safety stock systems • quality assurance procedures • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • technical instructions • dangerous goods declarations and material safety data sheets (MSDs) (where applicable)

	• stock records • relevant Australian Standards and certification requirements
TLIA0029 Monitor temperature controlled stock	
Hazards in the work area may include:	• contamination of, or from, materials being handled • noise, light and energy sources • service lines • spills, leakages and ruptures • cold pipes and chilling equipment • dangerous or hazardous substances • movements of equipment, goods and materials • dust/vapours • oil, water or ice on floor • a fire or explosion • damaged packaging or pallets • debris on floor • faulty racking • poorly stacked pallets • faulty equipment
Requirements for work may include:	• site restrictions and procedures • use of safety and personal protective equipment (PPE) • communications equipment • specialised lifting and/or handling equipment • incident/accident breakdown procedures • additional gear and equipment • noise restrictions • hours of operations • authorities and permits
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/documents may include:	• goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • codes of practice and regulations relevant to the identification, handling and stacking of goods • operations manuals, job specifications and induction documentation

	• manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • award, enterprise bargaining agreement and other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant codes and regulations for the regulation of temperature controlled goods • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • water and road use and licence arrangements • export/import/quarantine/bond requirements • workplace relations regulations • workers compensation regulations
TLIA0030 Organise international transport of freight	
Requirements for work may include:	• freight forwarding protocols and procedures • communications equipment • workplace operations • authorities and permits • hours of operation • relevant regulations
Information needed to organise the international transport of freight may include:	• type, capacity and compatibility of cargo • agreed delivery times and routing schedules • pick-up and drop-off points • specified carrier/mode of transport • agreed cost structure
Forms of transport may include:	• road • rail • sea • air • local courier
Communications systems may involve:	• telephone • fax • email • electronic data interchange (EDI)

	• mail
Documentation/records may include:	• Australian and international codes of practice and regulations relevant to the international transport of freight • operations manuals, job specifications and procedures and induction documentation • Safe Working Load (SWL) and Working Load Limits (WLL) of transport options • workplace operating procedures and policies • supplier and/or client instructions • Australian and international standards, criteria and certification requirements • communications technology equipment, oral, aural or signed communications • quality assurance procedures • emergency procedures • relevant competency standards and training materials
Applicable procedures and codes may include:	• regulations and codes of practice for the international transport of freight • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - Australian and international codes for transporting explosives • relevant regulations for the import and export of cargo • Australian and international standards and certification requirements • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation • relevant state/territory environmental protection legislation
TLIA0031 Organise transport of freight or goods	
Resources may include:	• employee competencies • goods management equipment • manual handling equipment • storage areas • transportation equipment

Organisation of the transport of freight/goods may include movement of:	• goods • equipment • materials • vehicular traffic
Storage areas may be:	• existing, temporary or permanent
Transport modes may include:	• road, air, rail, sea or combinations
Information needed to facilitate the organisation of the transport of freight/goods may include:	• type, capacity and compatibility of freight/goods • agreed delivery times and routing schedules • pick-up and drop-off points • specified mode of transport • agreed cost structure
Requirements for work may include:	• site restrictions and procedures • use of safety and personal protective equipment (PPE) • communications equipment • specialised lifting and/or handling equipment • incident/accident breakdown procedures • authorities and permits • hours of operations • noise restrictions • additional gear and equipment • Australian Standards and guidelines for manual handling
Hazards may include:	• hazardous or dangerous materials • contamination of, or from, materials being handled • noise, light and energy sources • stationary and moving machinery, parts or components • dust/vapours • spills, leakages and ruptures • service lines
Information/documents may include:	• Australian and international codes of practice and regulations relevant to the transport of freight • operations manuals, job specifications and procedures and induction documentation • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • competency standards and training materials

	• manufacturer /client specifications, instructions • workplace operating procedures and policies • supplier and/or client instructions • Australian and international standards, criteria and certification requirements • communications technology equipment, oral, aural or signed communications • quality assurance procedures • emergency procedures
Applicable procedures and codes may include:	• relevant regulations for the import and export of cargo • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - Australian and international codes for transporting explosives • Australian and international standards and certification requirements • international transport regulations, codes and procedures • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation • relevant state/territory environmental protection legislation
TLIA0032 Sort and consolidate mail and parcels	
Hazards may include:	• vehicular traffic and pedestrians • dust and vapours • hazardous or dangerous materials • humidity and air temperature • lighting conditions • machinery/equipment moving parts • noise
Weighing devices may be:	• mechanical • automated • weighbridge
Work priorities may be communicated through:	• briefings • noticeboards • announcements

Equipment may include:	• mail trays, tubs and bags • sorting frame/bag rack • scanners • tipping belt • knife • pallet jack/maverick • powered lifters • king fishers • scales • carousel • unit load device (ULD) and wheeled unit load device (WULD) • vertical sorting frame (VSF) and vertical sorting division (VSD) • ULD tipper • conveyor belts • strapping machine
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing
Information/documents may include:	• workplace policies, operating procedures and practices • Management Operating System (MOS) • Management Information System (MIS) • sorting system information which may include: - postcode book, national sort plan and state sort plan - post guide - international postcode directory - labels chart - mail identification numbers, codes and labels • manifests, consignment notes, bar codes, mail and container identification • quality assurance procedures • induction documentation • competency standards and training materials • job specifications and procedures

	• award, enterprise bargaining agreement or other industrial arrangements • manufacturer specifications • codes of practice, including Codes of Practice for Manual Handling and the Industry Safety Code • supplier and or/client instructions • HAZCHEM chart and safety data sheets (SDS)/material safety data sheets (MSDS) • safety observation feedback program • emergency procedures
Applicable regulations and legislation may include:	• relevant codes and regulations pertaining to mail operations • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workplace relations regulations • workers compensation regulations • equal opportunity, equal employment opportunity and affirmative action legislation
TLIA1001 Secure cargo	
Work may be conducted:	• in a range of work environments • by day or night
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Work may be conducted in:	• limited or restricted spaces • exposed conditions • controlled or open environments • at height • a workbox or workcage
Cargo may include:	• goods with specialist requirements, including temperature controlled goods and dangerous goods
Lashing equipment for containers may include:	• twistlocks • pelican hooks • lashing rods (bars) • turn handles (keys) • bottle screws • bridging clamps

	• cones
Securing equipment may include:	• chocks • racks • lashings • ropes • chains
Covers may include:	• rain and dust covers
Hazards in the work area may include exposure to:	• chemicals • dangerous or hazardous substances • movements of equipment, goods and materials
Personnel in work area may include:	• workplace personnel • site visitors • contractors • official representatives
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing • full arrest safety harness
Communication in the work area may include:	• phone • radio • oral, aural or signed communications
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/documents may include:	• goods identification numbers and codes • manifests, bar codes, and container identification/serial number • Australian and international codes of practice and regulations relevant to the securing of cargo • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation

	• manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant codes and regulations for the securing of cargo • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: • Australian Dangerous Goods (ADG) Code • Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code • International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) • Australian and international codes for transporting explosives • licence, patent or copyright arrangements • water and road use and licence arrangements • export/import/quarantine/bond requirements • marine orders • relevant Australian Standards and certification requirements • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workplace relations regulations • workers compensation regulations
TLIA2014 Use product knowledge to complete work operations	
Work may be conducted:	• in a range of work environments • by day or night
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Work may be conducted in:	• limited or restricted spaces • exposed conditions • controlled or open environments

Goods may involve:	• special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
Inventory systems may be:	• automated • manual • paper-based • computerised • microfiche
Categories or groups of products/stock may include:	• small parts • perishable goods • overseas export • dangerous goods • refrigerated products • temperature controlled stock • fragile goods
Distinguishing identification criteria for products may include:	• shape • size • colour • distinguishing features • codes and product identification/serial numbers • labels • signs or other documentation • locations
The characteristics of products/stock may include:	• small parts • toxicity • flammability • form • weight • size • state • perishability • fragility • security risk
Labelling systems may include:	• batch code • bar code • identification numbering systems • serial numbers • symbols for safe handling

	• Australian Dangerous Goods (ADG) and HAZCHEM Codes
Communication in the work area may include:	• phone • electronic data interchange (EDI) • fax • email • internet • radio frequency systems • oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Consultative processes may involve:	• other employees and supervisors • suppliers, customers and clients • relevant authorities and institutions • management and union representatives • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • other maintenance, professional or technical staff
Hazards in the work area may include:	• chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • oil or water on floor • a fire or explosion • damaged packaging or pallets • debris on floor • faulty racking • poorly stacked pallets • faulty equipment
Information/documents may include:	• goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes

	• codes of practice and regulations relevant to the identification, handling and stacking of goods • Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturer specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Australian Standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation may include:	• relevant codes and regulations for the packaging of goods • Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian and international codes for transporting explosives • licence, patent or copyright arrangements • water and road use and licence arrangements • export/import/quarantine/bond requirements • marine orders • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workplace relations regulations • workers compensation regulations
TLIA3026 Monitor storage facilities	
Work may be conducted:	• in a range of work environments • by day or night
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Requirements for work may include:	• restricted spaces • site restrictions and procedures • use of safety and personal protective equipment (PPE)

	- communications equipment - specialised lifting and/or handling equipment - incident/accident breakdown procedures - additional gear and equipment - noise restrictions - hours of operations - authorities and permits
Work may be conducted in:	- restricted spaces - exposed conditions - controlled or open environments - environments involving the movement of equipment, goods, materials and/or vehicular traffic
Goods may involve:	special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods
Modes of transfer may be:	manual or motorised
Storage types may include but are not limited to:	- bin/binning systems - rack refrigeration/freezers/cold rooms - marked floor space - containers - racks and racking systems - block/stacks - pallets
Inventory systems may be:	- automated - manual - paper-based - computerised - microfiche
Categories or groups of products/stock may include:	- small parts - perishable goods - overseas export - dangerous goods - refrigerated products - temperature controlled stock - fragile goods
The characteristics of products/stock may include:	- small parts - toxicity - flammability

	• form • weight • size • state • perishability • fragility • security risk
Labelling systems may include but are not limited to:	• batch code • bar code • identification numbering systems • serial numbers • symbols for safe handling • Australian Dangerous Goods (ADG) and HAZCHEM Codes
Hazards in the work area may include:	• hazardous or dangerous materials • contamination of, or from, materials being handled • noise, light, energy sources • stationary and moving machinery, parts or components • service lines • spills, leakages, ruptures • dust/vapours • oil or water on floor • a fire or explosion • damaged packaging or pallets • debris on floor • faulty racking • poorly stacked pallets • faulty equipment
Communication in the work area may include:	• phone • electronic data interchange (EDI) • fax • email • internet • radio frequency systems • oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used,	• company procedures • enterprise procedures • organisational procedures

workplace procedures may include:	established procedures
Personal protective equipment (PPE) may include:	- gloves - safety headwear and footwear - safety glasses - two-way radios - high visibility clothing
Consultative processes may involve:	- other employees and supervisors - suppliers, customers and clients - relevant authorities and institutions - management and union representatives - industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - other maintenance, professional or technical staff
Information/documents may include:	- goods identification numbers and codes - manifests, picking slips, merchandise transfers, stock requisitions and bar codes - codes of practice and regulations relevant to workplace operations - Australian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances - operations manuals, job specifications and induction documentation - manufacturer specifications for equipment - workplace procedures and policies - supplier and/or client instructions - dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) - award, enterprise bargaining agreement, other industrial arrangements - relevant Australian Standards and certification requirements - quality assurance procedures - emergency procedures
Applicable regulations and legislation may include:	- codes and regulations relevant to the monitoring of storage facilities - Australian and international regulations and codes of practice for the storage of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian Explosives Code - licence, patent or copyright arrangements

	• water and road use and licence arrangements • export/import/quarantine/bond requirements • marine orders • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workplace relations regulations • workers compensation regulations •
TLIA5029 Plan and manage storage of dangerous goods and hazardous substances	
Work may be undertaken in:	• various work environments in the bulk handling, dangerous goods and freight forwarding sections of the warehousing, storage, transport and distribution industries
Customers may be:	• internal or external
Operations may be conducted:	• by day or night
The workplace environment may involve:	• twenty-four hour operation • single and multi-site location • large, medium and small workplaces
Work may involve:	• exposure to corrosive chemicals, solvents and adhesives, carcinogenic and other harmful substances • movement of equipment, goods, and vehicular traffic
Regulatory controls and workplace procedures:	• govern requirements for co-storage, volume, mass and required controls
Requirements for bulk handling and storage activities may include:	• types of bulk materials • quantities • handling requirements including any special equipment or operating procedures required • storage requirements • stock control methods • negating contaminant sources • controlling pest infestation
Requirements for work may include:	• site restrictions and procedures • use of safety and personal protective equipment (PPE) • communications equipment • specialised lifting and/or handling equipment • incident/accident breakdown procedures • additional gear and equipment

	• noise restrictions • hours of operations • authorities and permits
Hazards may include:	• hazardous or dangerous materials • contamination of, or from, materials being handled • fire/explosions • noise, light, energy sources • stationary and moving machinery, parts or components • radioactive goods • dust/vapours • service lines • spills, leakages, ruptures
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 (PPE)
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • safety glasses • mask and respirator • protective clothing • breathing apparatus
Consultative processes may involve:	• other employees and supervisors • relevant authorities and institutions • suppliers, potential customers and existing clients • government instrumentalities • emergency services • management and union representatives • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • other maintenance, professional or technical staff
Communication in the work area may include:	• phone • electronic data interchange (EDI) • fax • email • internet • radio frequency communications • barcode readers

	• oral, aural or signed communications
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 bulk handling and storage • Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the current Australian Dangerous Goods (ADG) Code • workplace operating procedures and policies • supplier and/or client instructions • operations manuals, job specifications and procedures and induction documentation • manufacturer specifications and/or suppliers handling and storage advice • safety data sheets (SDS)/material safety data sheets (MSDS) • Safe Working Load (SWL) and Working Load Limits (WLL) of load shifting equipment and storage facilities • 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:	• relevant codes and regulations for bulk handling and storage • Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian and international codes for transporting explosives • all relevant Australian and international standards and certification requirements,

	• relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation in terms of duties of employers, employees, suppliers and contractors • licence, patent or copyright arrangements • relevant workplace relations legislation • relevant workers compensation legislation • equal opportunity legislation • equal employment opportunity and affirmative action legislation • workplace relations regulations
TLIA5035 Manage international freight transfer	
Work may be undertaken:	• in various work environments in the bulk handling, dangerous goods and freight forwarding sections of the warehousing, storage, transport and distribution industries
Customers may be:	• internal or external
Operations may be conducted:	• by day or night
The workplace environment may involve:	• twenty-four hour operation • single and multi-site location • large, medium and small workplaces
Work systems may include:	• freight forwarding protocols and procedures • communications equipment • workplace operations • authorities and permits • hours of operation • relevant regulations
Information needed to organise the international transport of freight may include:	• type, capacity and compatibility of cargo • agreed delivery times and routing schedules • pick-up and drop-off points • specified carrier/mode of transport • agreed cost structure
Forms of transport may include:	• road • rail • sea • air • local courier
Consultative processes may involve:	• employees, supervisors and managers

	• international and domestic agents, suppliers and current or potential clients • relevant authorities, government departments and institutions • representatives of other enterprises and organisations related to the international transfer of freight • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • other professional or technical staff
Communications systems may involve:	• telephone • fax • email • electronic data interchange (EDI) • mail
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 and international codes of practice and regulations relevant to the international transfer of freight • Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods (ADG) and the International Maritime Dangerous Goods (IMDG) Code • workplace operating procedures and policies • operations manuals, job specifications and procedures and induction documentation • Safe Working Load (SWL) and Working Load Limits (WLL) of transport options • supplier and/or client instructions • Australian and international 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 procedures and codes may include:	- regulations and codes of practice for the international transfer of freight - Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances, including: - Australian Dangerous Goods (ADG) Code - Australian Marine Orders and the International Maritime Dangerous Goods (IMDG) Code - International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) - Australian and international codes for transporting explosives - relevant regulations for the import and export of cargo - Australian and international standards and certification requirements - relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation - relevant state/territory environmental protection legislation
TLIA5058 Manage facility and inventory requirements	
The workplace environment may involve:	- large, medium and small companies - single and multi-site location - twenty-four hour operation
Depending on the organisation concerned, workplace procedures may be called:	- company procedures - enterprise procedures - established procedures - organisational procedures - operating procedures
Communication in the work area may include:	- electronic data interchange (EDI) - email - fax - internet - oral, aural or signed communications - phone - radio frequency systems
Consultative processes may involve:	- customers and suppliers - industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - management and union representatives - other employees and supervisors

	- other professional or technical staff, contractors and maintenance personnel - relevant authorities and institutions
Documentation and records may include:	- emergency procedures, particularly in relation to fire and evacuation - operations manuals, job specifications and induction documentation - quality assurance procedures - regulations and codes of practice relevant to the functions of a storage facility, including the Australian Dangerous Goods (ADG) code, fire safety and firefighting regulations, building code regulations, storage and handling procedures, and security procedures relevant to the specific facility - relevant Australian Standards and certification requirements - relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection regulations
Applicable legislation and regulations may include:	- Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances - building codes, fire safety and firefighting codes and regulations - relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation
TLIA5059 Plan and organise the international forwarding of freight by sea and multimodal transport	
Modes of international freight transport may include:	- multimodal transport - sea transport - transport by inland waterway
International freight forwarding includes services related to:	- the exporting of goods - the importing of goods - the transiting of goods
Marine vessel types may include:	- bulk carriers (dry cargo vessels) - container ships - conventional ships - heavy lift ships (equipped with cranes and derricks) - roll-on/roll-off carriers (RO-RO) - tankers (crude oil, chemicals, liquefied gas, liquid foodstuffs)
Types of multimodal transport include:	- air/road (truck) - inland waterway-sea-inland waterway - land bridge - mini-bridge - piggyback

	• rail/road/inland waterways-sea-rail/road inland waterways • rail-sea-land • sea train • sea/air
Type of barges used in inland waterway carriage may include:	• motor barges • sailing barges • tug • tugged barges
Pre-transport issues in the forwarding of freight by sea and multimodal transport may include:	• adequacy of insurance • adequacy of packaging • planning of the packing and loading of cargo into containers • planning for security, proper stacking and stowage and handling in transit • planning for the loading of non-containerised cargo onto a vessel (including sea, air, rail, road or other transport)
Requirements for work may include:	• international freight forwarding codes of practice, protocols and procedures • regulations relevant to international freight forwarding • authorities and permits relevant to international freight forwarding • workplace operating procedures • information and communications technology and related systems • global time zones and hours of operation
Parameters of freight transport services relevant to customer requirements may include:	• contract arrangements • fiduciary and legal responsibilities of either party • insurance requirements • packaging, packing, stowage and storage options including containerisation • payment requirements and procedures • relevant legislative requirements • required import/export documentation, labelling and requirements • service costs • operating procedures for forwarding of various types of international freight • transport routing • transport security checks • type of transport modes • various consignment methods

Advantages of multimodal transport include:	• establishes only one agency to deal with • may provide faster transit of goods • minimises time loss at transshipment points • reduces burden of documentation and formalities • reduces costs of exports • saves costs
Scope of services performed by multimodal transport operators include:	• assisting in organising required insurance coverage • booking of space • container-freight station (CFS) • communication with customer and global contacts • consolidation • container yard (CY) • full container load (FCL) • less than full container load (LCL) • liaison with Customs and other relevant regulatory authorities • return of leased containers • use of appropriate information and communication technology • weighing and measurement of cargo
Container types may include:	• (dry) bulk containers • flat racks/open tops (special equipment) • general cargo containers • tank containers • thermal containers
Types of packages used for storing and protecting cargo during transit may include:	• bags • cartons • cases • drums • pallecons and other devices for carrying bulk liquids, pastes and powders • pallets • thermal cartons with gel-ice
Communications systems may involve:	• electronic data interchange (EDI) • email • face-to-face conversation • fax • mail • telephone including fixed, mobile and IP phones

Sources of information required to perform international freight forwarding functions may include:	- key reference publications such as Incoterms, International Federation of Freight Forwarders Associations (FIATA) forms and documents, International Chamber of Commerce (ICC) publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc. - websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, Department of Agriculture, government agencies responsible for transport security etc.
Consultative processes may involve:	- customers - freight forwarding specialists - international and domestic agents and suppliers - management - other professional or technical staff - relevant authorities, government departments and institutions - relevant regulatory authorities and institutions - representatives of transport companies
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - established procedures - organisational procedures
Information/documents may include but are not limited to:	- Australian and international regulations, conventions and codes of practice applicable to the international forwarding of freight - Australian and international standards, criteria and certification requirements - cargo manifests - customers' instructions and transport requirements - data obtained through communications technology equipment and oral, aural or signed communications - emergency procedures - freight forwarder company's quality assurance standards and procedures - freight forwarding competency standards and training materials - operations manuals, job specifications and procedures and induction documentation - operations manuals, job specifications and procedures and induction documentation - pre-advice and pre-alert documents - standard International Federation of Freight Forwarders Associations (FIATA) forms and documentation such as:

	- a Forwarders Certificate of Receipt (FCR) - a Forwarders Certificate of Transport (FCT) - a Forwarders Forwarding Instructions (FFI) - a Forwarders Warehouse Receipt (FWR) - a House Air Waybill (HAWB) - a House Bill of Lading (HBL) - a Master Air Waybill (MAWB) - a Negotiable Multimodal Transport Bill of Lading (FB/L) - a Non-negotiable Multimodal Transport Waybill (FWB) - a Shippers Declaration for the Transport of Dangerous Goods (SDT) - a Shippers Intermodal Weight Certification (SIWC) - an Original Bill of Lading (OB/L) - Multimodal Transport Bill of Lading (MTB/L) • summaries and definitions of Incoterms and Combiterms • workplace operating procedures and policies • workplace operating procedures and policies
Applicable regulations and legislation may include:	• Australian and international regulations, conventions and codes of practice for the international forwarding of freight • Australian and international standards and certification requirements • relevant Australian and international environmental protection legislation • relevant Australian and international transport security and safety legislation • relevant regulations for the import and export of cargo • relevant regulations pertaining to international trading and financial transactions
TLIA5060 Plan and organise the international forwarding of freight by air transport	
Mode of international freight transport is:	• air transport
International freight forwarding includes services related to:	• the exporting of goods • the importing of goods • the transiting of goods
Major aircraft types used for international freight transport may include but are not limited to:	• Airbus A320 • Airbus A321 • Airbus A330 • Airbus A340 • Airbus A380

	• Boeing B747 • Boeing B757-200F • Boeing B767 • Boeing B767-200 • Boeing B767-300 • Boeing B777 • Boeing B777-200 • Boeing B777-300
Pre-transport issues in the forwarding of freight by air transport may include:	• adequacy of insurance • adequacy of packaging • confirmation that the cargo fulfils air cargo security requirements • planning for clearance, delivery and receipt during transit and at destination • planning for security, proper stacking and stowage and handling in transit • planning of the packing and loading of cargo into aircraft containers
Requirements for work may include:	• authorities and permits relevant to the international forwarding of freight by air transport • global time zones and hours of operation • information and communications technology and related systems • international freight forwarding codes of practice, protocols and procedures • regulations relevant to the international forwarding of freight by air transport • workplace operating procedures
Parameters of air freight transport services relevant to customer requirements may include:	• air transport routing • contract arrangements • fiduciary and legal responsibilities of either party • insurance requirements • packaging, packing, stowage and storage options for air transport, including air freight containerisation or use of unit load devices (ULDs) • payment requirements and procedures • relevant legislative requirements • required import/export documentation, labelling and requirements • service costs • operating procedures for forwarding of various types of international freight by air • transport security checks

	• type of air transport modes • various consignment methods for air transport
Types of aircraft containers or unit load devices (ULDs) may include but are not limited to:	• 96" Lower Deck Pallet With Net (Accepted by A330, A340, B767-200, B767-300, B777-200, B777-300, B747) • LD1 Half Size Lower Deck (Accepted by B767, B747) • LD2 Half Size Lower Deck (Accepted by B767-200, B767-300) • LD29 Full Width Lower Deck (Accepted by B767-200, B767-300, B747) • LD3 Half Size Lower Deck (Accepted by A330, A340, B757-200F, B767, B777, B747) • LD3-45 Lower Deck (Accepted by A320, A321) • LD3-45 Wing Pallet With Net (Accepted by A320, A321) • LD7 Lower Pallet With Net (Accepted by A330, A340, B767-200, B767-300, B777-200, B777-300, B747) • LD8 Full Width Lower Deck (Accepted by B767-200, B767-300) • LD9 Full Size Lower Deck (Accepted by A330, A340, B767-200, B767-300, B777-200, B777-300, B747) • M1 Main Deck Pallet With Net (Accepted by B747)
Types of packages used for storing and protecting cargo during transit may include:	• bags and cartons • thermal cartons with gel-ice • cases • drums • pallets • pallecons and other devices for carrying bulk liquids, pastes and powders
Communications systems may involve:	• face-to-face conversation • telephone including fixed, mobile and IP phones • fax • email • electronic data interchange (EDI) • mail
Consultative processes may involve:	• airline representatives • customers • freight forwarding specialists • international and domestic agents and suppliers • management • other employees and supervisors • other professional or technical staff

	• relevant regulatory authorities and institutions
Sources of information required to perform international freight forwarding functions may include:	• key reference publications such as Incoterms, International Federation of Freight Forwarders Associations (FIATA) forms and documents, International Chamber of Commerce (ICC) publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc. • websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, Department of Agriculture, government agencies responsible for transport security etc.
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/documents may include but are not limited to:	• Australian and international conventions, codes of practice and regulations relevant to the international transfer of freight • Australian and international standards, criteria and certification requirements • cargo manifests • customers' instructions and transport requirements • data obtained through communications technology equipment and oral, aural or signed communications • emergency procedures • freight forwarder company's quality assurance standards and procedures • operations manuals, job specifications and procedures and induction documentation • operations manuals, job specifications and procedures and induction documentation • pre-advice and pre-alert documents • standard International Federation of Freight Forwarders Associations (FIATA) forms and documentation such as: - a Negotiable Multimodal Transport Bill of Lading (FB/L) - a Non-negotiable Multimodal Transport Waybill (FWB) - a Forwarders Certificate of Receipt (FCR) - a Forwarders Certificate of Transport (FCT) - a Forwarders Warehouse Receipt (FWR) - a Forwarders Forwarding Instructions (FFI) - a Shippers Declaration for the Transport of Dangerous Goods (SDT)

	- a Shippers Intermodal Weight Certification (SIWC) - an Original Bill of Lading (OB/L) - a Master Air Waybill (MAWB) - a House Bill of Lading (HBL) - a House Air Waybill (HAWB) - Multimodal Transport Bill of Lading (MTB/L) • summaries and definitions of Incoterms and Combiterms • workplace operating procedures and policies
Applicable regulations and legislation may include:	• Australian and international regulations, conventions and codes of practice for the international forwarding of freight • Australian and international standards and certification requirements • relevant Australian and international environmental protection legislation • relevant Australian and international transport security and safety legislation • relevant regulations for the import and export of cargo • relevant regulations pertaining to international trading and financial transactions
TLIA5061 Plan and organise the international forwarding of freight by road and rail transport	
Mode of international freight transport may include:	• piggyback (combined transport road-rail transport) • rail transport • road transport
International freight forwarding includes services related to:	• the exporting of goods • the importing of goods • the transiting of goods
Trains used for international rail freight transport may include but are not limited to:	• Combined transport by rail (road-rail transport), including: • container traffic by rail (unaccompanied combined transport) • Euro (pallet wide) containers • piggyback (transport by rail of road semi-trailers) • swap-bodies (similar to containers) • conventional transport by rail wagons or rollingstock, involving complete wagon loads (as part loads have now nearly disappeared), including: • special railwagons or rollingstock (e.g. with changeable axles, container-carrying railwagons or rollingstock etc.) • various different types of railwagons or rollingstock (railway-owned or privately-owned)
Road vehicles used for international freight transport	• rigid trucks of varying length, width, height, loading and total weight

may include but are not limited to:	• semitrailers and multi-combination vehicles of varying length, width, height, loading and total weight • vans and light rigid vehicles of varying length, width, height, loading and total weight • vehicles capable of carrying special loads such as perishable goods, liquids, gases and heavy-lift cargo • vehicles capable of participating in combined freight movements such as road/rail, road/ferryboat, roll-on/roll-off vessels • vehicles with swap-bodies (similar to containers)
Pre-transport issues in the forwarding of freight by road and rail transport may include:	• adequacy of insurance • adequacy of packaging • planning for clearance, delivery and receipt during transit and at destination • planning for security, proper stacking and stowage and handling in transit • planning of the packing and loading of cargo into containers
Requirements for work may include:	• authorities and permits relevant to the international forwarding of freight by road and rail transport • global time zones and hours of operation • information and communications technology and related systems • international freight forwarding codes of practice, protocols and procedures • regulations relevant to the international forwarding of freight by road and rail transport • workplace operating procedures
Parameters of road and rail freight transport services relevant to customer requirements may include:	• contract arrangements • fiduciary and legal responsibilities of either party • insurance requirements • packaging, packing, stowage and storage options for road and rail transport, including road and rail freight containerisation or use of unit load devices (ULDs) • payment requirements and procedures • relevant legislative requirements • required import/export documentation, labelling and requirements • road and rail transport routing • service costs • operating procedures for forwarding of various types of international freight by road and rail • transport security checks

	• type of transport modes • various consignment methods for road and rail transport
Types of containers used in road and rail transport may include but are not limited to:	• box (dry van) • bulk • flat • open side • open top • platform • reefer • tanks
Types of packages used for storing and protecting cargo during transit may include:	• bags • cartons • cases • drums • palletcons and other devices for carrying bulk liquids, pastes and powders • pallets • thermal cartons with gel-ice
Consultative processes may involve:	• customers • freight forwarding specialists • international and domestic agents and suppliers • management • other employees and supervisors • other professional or technical staff • railway or road transport company representatives • relevant regulatory authorities and institutions
Sources of information required to perform international freight forwarding functions may include:	• key reference publications such as Incoterms, International Federation of Freight Forwarders Associations (FIATA) forms and documents, ICC publications, and other manuals, texts and handbooks on freight forwarding, international trade and related topics etc. • websites of key international and Australian organisations such as FIATA, IMO, ICAO, IATA, CASA, AMSA, Australian Customs and Border Protection Service, Department of Agriculture, government agencies responsible for transport security etc.
Communications systems may involve:	• electronic data interchange (EDI) • email • face-to-face conversation

	• fax • mail • telephone including fixed, mobile and IP phones
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Information/documents may include but are not limited to:	• Australian and international regulations and codes of practice for the international forwarding of freight by road and rail • Australian and international standards, criteria and certification requirements • cargo manifests • customers' instructions and transport requirements • data obtained through communications technology equipment and oral, aural or signed communications • emergency procedures • freight forwarder company's quality assurance standards and procedures • operations manuals, job specifications and procedures and induction documentation • pre-advice and pre-alert documents • standard International Federation of Freight Forwarders Associations (FIATA) forms and documentation such as: • Waybill for inland transportation • Waybill for cross border traffics • International Customs Transit Document (e.g. carnet TIR) • a Truck Bill of Lading • a Rail Bill of Lading • a Negotiable Multimodal Transport Bill of Lading (FB/L) • a Non-negotiable Multimodal Transport Waybill (FWB) • a Forwarders Certificate of Receipt (FCR) • a Forwarders Certificate of Transport (FCT) • a Forwarders Warehouse Receipt (FWR) • a Forwarders Forwarding Instructions (FFI) • a Shippers Declaration for the Transport of Dangerous Goods (SDT) • a Shippers Intermodal Weight Certification (SIWC) • an Original Bill of Lading (OB/L) • a House Bill of Lading (HBL)

	• Multimodal Transport Bill of Lading (MTB/L) • summaries and definitions of Incoterms and Combiterms • workplace operating procedures and policies
Applicable regulations and legislation may include:	• Australian and international regulations, conventions and codes of practice for the international forwarding of freight • Australian and international standards and certification requirements • relevant Australian and international environmental protection legislation • relevant Australian and international transport security and safety legislation • relevant regulations for the import and export of cargo • relevant regulations pertaining to international trading and financial transactions

B: Equipment Checking and Maintenance

TLIB0001 Perform inspection and basic maintenance on plant and equipment in the transport industry	
Sundry item checks on plant and equipment including :	• access steps/ladder for cleanliness • fluid/oil level checks as required • globes/lights/indicators • tyre checks for wear and correct inflation • warning or other signage for legibility • windscreen wipers
TLIB0002 Carry out vehicle inspection	
Maintenance may be carried out in typical road transport situations, including:	• in confined spaces, exposed conditions and controlled or open environment • operations conducted at day or night • typical weather conditions • while at a client's workplace • while in a depot, base or warehouse • while in the vehicle on the road
Type of vehicle may include any commercial road transport vehicles including:	• combination vehicles • heavy vehicles • light vehicles
Inspection may include:	• checks in accordance with a detailed inspection schedule • routine checks of vehicle systems • visual checks of vehicle

Routine checks may include:	• air and electrical leads are disconnected • air pressure in tyres • battery • brakes • check turntables correctly hooked up and locked (where required) • condition of tyres • exhaust system • lights • oil levels • suspension • trailer legs are lowered sufficiently for unhitching (where required) • turntable is released for uncoupling (where required) • vehicle is safely manoeuvred from underneath trailer • visual check of turntable to note any abnormalities • water and fluid levels
Environmental hazards may include:	• defective or inappropriately adjusted exhaust systems • inappropriate disposal of vehicle fluids in drains or sewerage systems • leaking oil and fuel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Information/records may include:	• precautions and procedures to be adopted to protect the environment when inspecting, servicing and maintaining vehicles • relevant state/territory roads and traffic authority vehicle maintenance regulations • vehicle manufacturer instructions, specifications and recommended procedures • work health and safety (WHS)/occupational health and safety (OHS) procedures to be followed when inspecting vehicles • workplace routine inspection procedures, checklists and instructions
Applicable regulations and legislation may include:	• relevant state/territory environmental protection legislation • relevant state/territory roads and traffic authority vehicle maintenance regulations and requirements • relevant state/territory WHS/OHS legislation

Principles of systems operation on commercial vehicles including:	• brakes • cooling systems • electrical systems • exhaust systems • fuel systems • steering systems • tyres	
TLIB0003 Use and maintain minor mechanical equipment		
Equipment may include:	• clipping machines • compressors • dog knockers • dog pullers • generators • hand trucks • mechanical handling and lifting equipment • mechanical load restraints • motorised borers • portable drills	• PT8 borers • pumps • racket restraints • rail drills • rail saws • rail sheers • rattle guns • side curtains • vibrating plates • winches
Equipment operations may be carried out in various situations, including:	• all weather conditions • in confined spaces, exposed conditions and controlled or open environments • operations conducted at day or night • refuelling	
Materials may include:	• related materials and consumables needed when using tools, such as nails, screws and grease • servicing materials, such as lubricants	
Safety equipment may include:	• flags and hand lamps • gloves, safety headwear, mask and footwear • high visibility clothing • insect repellent • portable radios • safety devices • safety glasses and hearing protection • sunscreen and sunglasses	
Environmental hazards may include:	• inappropriate disposal of fluids in drains or sewerage systems • inappropriate disposal of waste and rubbish	

	leaking oil and fuel
Consultative processes may involve:	- customers - industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - other professional or technical staff - supervisors and managers - workplace personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - established or standard procedures - organisational procedures
Information and records may include:	- award, enterprise bargaining agreement and other industrial arrangements - data and document control procedures - emergency procedures - maintenance checklists and records for the use and maintenance of minor mechanical equipment - manufacturer instructions, specifications and recommended procedures relating to tools and equipment - precautions and procedures to be adopted to protect the environment when using and maintaining minor mechanical equipment - relevant Australian Standards and certification requirements - relevant regulations, including state and territory safety codes of practice and safe working regulations - WHS/OHS procedures - workplace operational and technical instructions and procedures for the use and maintenance of minor mechanical equipment
Applicable regulations and legislation may include:	relevant state and territory regulations, codes of practice and safe-working system requirements
TLIB0009 Provide first-level rail network wayside technical support remotely	
Technical support may include:	First-level Technical Support - This job role may already exist in the rail network maintenance facilities, asset support or control centre. - The Tier-1 or Level 1 support is for providing in-depth troubleshooting, technical analysis, and support from the rail network maintenance facilities or technical help desk. - In-depth technical support provided from the technical support help desk. This group represents a part of rail network technical/asset

	management function and usually follows problem-solving management processes. - Here, experienced and knowledgeable technicians assess faults/problems from pictures, description, fault codes and-so-forth to provide solutions for issues that cannot be handled by rail users. - If no solution can be provided by this group, then Level 1 support escalates the problem/fault to Level 2 in accordance with rail network procedures. - This level requires the support person to have deep knowledge and a good understanding of the product/asset. They may or may not be the technician or engineer who designed and created the asset, but they should have adequate knowledge and experience on the specified product. Second-level Technical Support - A level consisting of rolling stock subject matter expert (SMEs) on the product/asset the rail network is providing support to rail user in accordance with rail network procedures. - This supports the top level of technical/asset management function and used to provide an expert level of support for product/assets. - This group has access permission to the highest level of technical resources available for issue/fault resolution or new feature creation. This group typically follows the problem-solving management processes. - The Tier-2 technicians attempt to reproduce problems/faults in a safe environment and attempts to find the root cause, using product code, designs, or specifications. Once the root cause is identified, the fixes to the issues are documented and communicated to Level 1 technicians as a future reference. - Tier-2 specialists typically have the highest level of skills and often they are called as product specialists. This group may include the actual creators, engineers, or chief architects who designed and developed the product.
Eligibility status of the rail user may include:	- rail user is communicating with the correct asset owner - rail user eligibility may be determined by the network situation, time constraints and processes being undertaken
Technical language may include:	- operational manual terminology - reference to parts, pictures or screens terminology - specialised content - terminology that is typically best understood by rail users - using the fault codes - using diagrams, drawings or pictures
TLIB0010 Provide first-level rail rolling stock technical support remotely	

Technical support may include:	• First-level Technical Support • This job role may already exist in the rail network maintenance facilities, asset support or control centre. • The Tier-1 or Level 1 support is for providing in-depth troubleshooting, technical analysis, and support from the rail network maintenance facilities or technical help desk. • In-depth technical support provided from the technical support help desk. This group represents a part of rail network technical/asset management function and usually follows problem-solving management processes. • Here, experienced and knowledgeable technicians assess faults/problems from pictures, description, fault codes and-so-forth to provide solutions for issues that cannot be handled by rail users. • If no solution can be provided by this group, then Level 1 support escalates the problem/fault to Level 2 in accordance with rail network procedures. • This level requires the support person to have deep knowledge and a good understanding of the product/asset. They may or may not be the technician or engineer who designed and created the asset, but they should have adequate knowledge and experience on the specified product. • Second-level Technical Support • A level consisting of rolling stock subject matter expert (SMEs) on the product/asset the rail network is providing support to rail user in accordance with rail network procedures. • This supports the top level of technical/asset management function and used to provide an expert level of support for product/assets. • This group has access permission to the highest level of technical resources available for issue/fault resolution or new feature creation. This group typically follows the problem-solving management processes. • The Tier-2 technicians attempt to reproduce problems/faults in a safe environment and attempts to find the root cause, using product code, designs, or specifications. Once the root cause is identified, the fixes to the issues are documented and communicated to Level 1 technicians as a future reference. • Tier-2 specialists typically have the highest level of skills and often they are called as product specialists. This group may include the actual creators, engineers, or chief architects who designed and developed the product.
Eligibility status of the rail user may include:	• rail user is communicating with the correct asset owner • rail user eligibility may be determined by the network situation, time constraints and processes being undertaken

Technical language may include:	- operational manual terminology - reference to parts, pictures or screens terminology - specialised content - terminology that is typically best understood by rail users - using the fault codes - using diagrams, drawings or pictures
TLIB0011 Undertake general site maintenance	
Stores, materials and equipment may include:	those required for erection, maintenance and servicing functions
Minor earthworks may include:	- basic drainage - pole and structure foundations - restoration of backfill to complete excavations
Vegetation control measures may include:	- fire cleaning - growth retardants - hand clearing - herbicidal cleaning - machinery assisted cleaning
Pest control measures may include:	- baits - chemicals - seals - sprays - traps
Safety and protective equipment may include:	- flags - gloves - hand lamps - hearing protection - high visibility clothing - insect repellent - portable radios - safety devices - safety footwear - safety glasses - safety headwear - sunglasses - sunscreen
Information/documents may include:	conditions of service, legislation and industrial agreements including workplace agreements and awards

	• emergency procedure manuals • manufacturer or workplace equipment operation manuals • notices, records and requests • operational instructions, policies and workplace procedures • quality assurance plans, data and document control • relevant logs or record books • relevant state/territory codes of practice and safe working system requirements • technical instructions • two-way radio operation procedures
Applicable regulations and legislation may include:	• relevant Australian Standards and related requirements • relevant state/territory environmental protection legislation • relevant state/territory regulations, codes of practice and safe working system requirements • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation • the Code of Practice for the Defined Interstate Rail Network in situations where operations are carried out on that network
TLIB0012 Maintain and use hand tools	
Hand tools may include:	• those required for operations and maintenance
Operations may be carried out in typical rail transport situations, including:	• in confined spaces, exposed conditions and controlled or open environment • operations conducted at day or night • typical weather conditions
Materials may include:	• related materials and consumables needed when using tools, e.g. nails, screws, grease, etc. • servicing materials such as lubricants
Safety equipment may include:	• flags and hand lamps • gloves, safety headwear, mask and footwear • high visibility clothing • insect repellent • portable radios • safety devices • safety glasses and hearing protection • sunscreen and sunglasses
Environmental hazards may include:	• inappropriate disposal of fluids in drains or sewerage systems • inappropriate disposal of waste and rubbish

	leaking oil and fuel
Consultative processes may involve:	- customers/clients - equipment manufacturer representatives and contractors - industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - other professional or technical staff - supervisors and managers - union representatives - workplace personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - established or standard procedures - organisational procedures
Contingency processes may relate to:	- personal injury - tool malfunctions
Information/records may include:	- award, enterprise bargaining agreement, other industrial arrangements - data and document control procedures - emergency procedures - maintenance checklists and records for the use and servicing of tools - precautions and procedures to be adopted to protect the environment when using and maintaining hand tools - quality assurance plans and procedures - relevant Australian Standards and certification requirements - relevant regulations including state/territory safety codes of practice and safe working regulations - tool/equipment manufacturer instructions, specifications and recommended procedures - work health and safety (WHS)/occupational health and safety (OHS) procedures - workplace operational and technical instructions and procedures for the use and care of hand tools
Applicable regulations and legislation may include:	- relevant state/territory environmental protection legislation - relevant state/territory regulations, codes of practice and safe working system requirements - relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) procedures legislation - workers compensation regulations

	workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
TLIB0015 Clean transportation units and facilities for passenger use	
Transportation units may include:	- rail carriages, buses, coaches, ferries and other transport units - passenger vehicles/carriages/vessels owned leased or hired for which the organisation is responsible for cleaning
Cleaning equipment may include:	- broom - extension poles - hose - mop and bucket - polisher - remote controlled cleaning unit - shampoo unit - shovel - special containers for syringes - specialised cleaning unit - squeegees - steam cleaners - vacuum cleaner
Hazards in the work area may include exposure to:	- chemicals - dangerous or hazardous substances
Facilities may include:	- ceiling surfaces and fittings - external surfaces - furniture and fittings - glass surfaces - hard floor (external) - hard floor (internal) - hard surfaces (e.g. metal, tiled) - internal surfaces - seats - soft floor - any premises owned, leased or hired and used by the transport system's internal and external customers
Chemicals include:	all types of active and passive materials/agents used for cleaning within the organisation's transportation units and facilities
Hazardous waste includes:	all materials/agents/items/objects that are identified under the relevant acts, regulations or codes

Equipment used to cordon off areas may include:	• designated tape • gate closure • portable barriers • signage • witches hats
Personal protective equipment (PPE) may include:	• eye and ear protection • fume protection • gloves • high visibility clothing • safety headwear and footwear
Information/documents may include:	• award, enterprise bargaining agreement and other industrial arrangements • customer service and quality assurance procedures • emergency procedures • manufacturer specifications for equipment/materials • safety data sheets (SDS)/material safety data sheets (MSDS) • relevant codes of practice including the Codes of Practice for Manual Handling, the Industry Safety Code and the Australian Dangerous Goods (ADG) Code • relevant health and hygiene legislation, regulations and related documentation • relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection requirements and policies • safety management systems/plans • work instructions, inspection reports, works orders, job description, and induction materials • workplace procedures and policies for the cleaning of transportation units and facilities for passenger use
Applicable regulations and legislation may include:	• relevant codes and regulations pertaining to the cleaning of transportation units and facilities for passenger use, including health and hygiene regulations and the Australian Dangerous Goods (ADG) Code • relevant state/territory environmental protection legislation • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation • workers compensation regulations • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation

TLIB0016 Clean up plant, equipment and worksite

Materials may include:	• all-purpose garden sprays • bleach • degreaser • disinfectant • floor cleaner • floor polish • floor stripper • petrochemicals
Cleaning equipment may include:	• brooms • buckets • duster • high speed polishers • hoses • internal combustion driven vacuum cleaner • lances • mops • pneumatic tube hones • shovels • steam cleaners • vacuum cleaners
Communication methods may include:	• radio • verbal • written
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Information/documents may include:	• applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines • conditions of service, legislation and industrial agreements including workplace agreements and awards • emergency procedure manuals • environmental regulations and associated requirements • manufacturer or workplace equipment operation manuals • notices, records and requests

	- operational instructions, policies and workplace procedures - quality assurance plans, data and document control - relevant logs or record books - technical instructions - two-way radio operation procedures
Applicable regulations and legislation may include:	- applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines - relevant Australian Standards and related requirements - relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation - relevant state/territory environmental protection legislation
TLIB0023 Use communication systems in a taxi	
Communication system may include:	- computer dispatch - mobile phone, both on person or hands-free - security equipment, including duress alarm and camera (if fitted) - vehicle mounted radio
Equipment and technology may include:	- mobile phone - radio/computer dispatch - street directory - taxi - taxi meter - toll tags
Messages are interpreted by:	- active listening - questioning to obtain information and/or clarify information and understanding - routine oral reporting - two-way conversation
Communication may involve:	- English speaking people - people with communication disabilities - people with limited ability to communicate in English - use of phonetic alphabet
Workplace procedures may include:	- equal opportunity legislation and related policies - relevant Australian and state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation - relevant regulations, standards and codes of practice
TLIB0029 Conduct daily inspections on mobile cranes	

Rigging work includes:	- the use of mechanical load-shifting equipment and associated gear to move, place or secure a load using plant, equipment or members of a structure to ensure the stability of those members - the setting up or dismantling of cranes or hoists
Basic rigging includes dogging work and rigging work involving any of the following:	- structural steel erection - hoists - pre-cast concrete members of a structure - safety nets and static lines - mast climbing work platforms - perimeter safety screens and shutters - cantilevered crane loading platforms
Intermediate rigging work involves rigging work involving any of the following:	- rigging work in the class basic rigging - hoists with jibs and self-climbing hoists - cranes, conveyors, dredges and excavators - tilt slabs - demolition of structures or plant - dual lifts
Advanced rigging work involves rigging work involving any of the following:	- rigging work in the class intermediate rigging - gin poles and shear legs - flying foxes and cable ways - guyed derricks and structures - suspended scaffolds and fabricated hung scaffolds
Dogging work includes:	- the application of slinging techniques, including the selection and inspection of lifting gear, to safely sling a load - the directing of a plant operator in the movement of a load when the load is out of the operator's view
Personal protective equipment (PPE) may include:	- gloves - safety headwear and footwear - sunscreen, sunglasses and safety glasses - two-way radios - high visibility clothing
Documentation may include:	- codes of practice - operation manuals - regulations - state/territory environmental protection legislation. - state/territory regulations and licence/permit requirements pertaining to mobile cranes

	- state/territory road rules - state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation - workplace procedures
Risk management strategies may include:	- strategies consistent with the principle of hierarchy of risk control, including: - elimination - substitution - isolation - engineering control measures - safe working practices - PPE
TLIB0043 Pack-up mobile crane tools and lifting equipment	
Operations may be conducted:	- day or night - in a variety of weather conditions
Environment may include:	movement of equipment, goods, materials and vehicular traffic
Customers may be:	internal or external
Rigging work includes:	- the use of mechanical load-shifting equipment and associated gear to move, place or secure a load using plant, equipment or members of a structure to ensure the stability of those members - the setting up or dismantling of cranes or hoists
Basic rigging includes dogging work and rigging work involving any of the following:	- structural steel erection - hoists - pre-cast concrete members of a structure - safety nets and static lines - mast climbing work platforms - perimeter safety screens and shutters - cantilevered crane loading platforms
Intermediate rigging work involves rigging work involving any of the following:	- rigging work in the class basic rigging - hoists with jibs and self-climbing hoists - cranes, conveyors, dredges and excavators - tilt slabs - demolition of structures or plant - dual lifts
Advanced rigging work involves rigging work involving any of the following:	- rigging work in the class intermediate rigging - gin poles and shear legs

	• flying foxes and cable ways • guyed derricks and structures • suspended scaffolds and fabricated hung scaffolds
Dogging work includes:	• the application of slinging techniques, including the selection and inspection of lifting gear, to safely sling a load • the directing of a plant operator in the movement of a load when the load is out of the operator's view
Mobile crane may be involved in work in a range of industry sectors, including:	• arboricultural • construction and demolition • manufacturing • mining • primary industry • quarrying • swimming pool • utilities (electricity, gas and water) • waterfront
Hazards may include:	• hazardous or dangerous materials • noise, light and energy sources • obstructions • other vehicles and personnel • overhead service lines • power lines • stationary and moving machinery and equipment • surrounding buildings, structures and facilities • traffic hazards and congestion • underground services • uneven or unstable ground and recently filled trenches
Consultative processes may involve:	• clients • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • management • other employees and supervisors • other professional or technical staff • union representatives

Risk management strategies may include:	• strategies consistent with the principle of hierarchy of risk control, including: - elimination - substitution - isolation - engineering control measures - safe working practices - personal protective equipment (PPE)
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety headwear and footwear • sunscreen, sunglasses and safety glasses • two-way radios
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Documentation/information may include:	• communications technology equipment, oral, aural or signed communications • competency standards and training materials • conditions of service, legislation and industrial agreements • emergency procedures • induction documentation • job specifications and procedures • manufacturer specifications • operations manuals including load charts and crane and rigging manuals • personal and work area work procedures and practices • quality assurance procedures • standards and certification requirements • supplier and/or client instructions • WHS/OHS procedures • workplace agreements and awards • workplace operating procedures and policies

Applicable regulations and legislation may include:	• relevant state/territory environmental protection legislation • relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes • relevant state/territory WHS/OHS legislation
TLIB0045 Plan a mobile crane lift operation	
Rigging work includes:	• the use of mechanical load-shifting equipment and associated gear to move, place or secure a load using plant, equipment or members of a structure to ensure the stability of those members • the setting up or dismantling of cranes or hoists
Basic rigging includes dogging work and rigging work involving any of the following:	• structural steel erection • hoists • pre-cast concrete members of a structure • safety nets and static lines • mast climbing work platforms • perimeter safety screens and shutters • cantilevered crane loading platforms
Intermediate rigging work involves rigging work involving any of the following:	• rigging work in the class basic rigging • hoists with jibs and self-climbing hoists • cranes, conveyors, dredges and excavators • tilt slabs • demolition of structures or plant • dual lifts
Advanced rigging work involves rigging work involving any of the following:	• rigging work in the class intermediate rigging • gin poles and shear legs • flying foxes and cable ways • guyed derricks and structures • suspended scaffolds and fabricated hung scaffolds
Dogging work includes:	• the application of slinging techniques, including the selection and inspection of lifting gear, to safely sling a load • the directing of a plant operator in the movement of a load when the load is out of the operator's view
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • sunscreen, sunglasses and safety glasses • two-way radios • high visibility clothing
Documentation may include:	• codes of practice

	• operation manuals • regulations • state/territory environmental protection legislation. • state/territory regulations and licence/permit requirements pertaining to mobile cranes • state/territory road rules • state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation • workplace procedures
Risk management strategies may include:	• strategies consistent with the principle of hierarchy of risk control, including: - elimination - substitution - isolation - engineering control measures - safe working practices - PPE
TLIB0048 Prepare a mobile crane for lift	
Rigging work includes:	• the use of mechanical load-shifting equipment and associated gear to move, place or secure a load using plant, equipment or members of a structure to ensure the stability of those members • the setting up or dismantling of cranes or hoists
Basic rigging includes dogging work and rigging work involving any of the following:	• structural steel erection • hoists • pre-cast concrete members of a structure • safety nets and static lines • mast climbing work platforms • perimeter safety screens and shutters • cantilevered crane loading platforms
Intermediate rigging work involves rigging work involving any of the following:	• rigging work in the class basic rigging • hoists with jibs and self-climbing hoists • cranes, conveyors, dredges and excavators • tilt slabs • demolition of structures or plant • dual lifts
Advanced rigging work involves rigging work involving any of the following:	• rigging work in the class Intermediate Rigging • gin poles and shear legs

	• flying foxes and cable ways • guyed derricks and structures • suspended scaffolds and fabricated hung scaffolds
Dogging work includes:	• the application of slinging techniques, including the selection and inspection of lifting gear, to safely sling a load • the directing of a plant operator in the movement of a load when the load is out of the operator's view
Personal protective equipment (PPE) may include:	• gloves • safety headwear and footwear • sunscreen, sunglasses and safety glasses • two-way radios • high visibility clothing
Documentation may include:	• codes of practice • operation manuals • regulations • state/territory environmental protection legislation. • state/territory regulations and licence/permit requirements pertaining to mobile cranes • state/territory road rules • state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation • workplace procedures
Risk management strategies may include:	• strategies consistent with the principle of hierarchy of risk control, including: - elimination - substitution - isolation - engineering control measures - safe working practices - PPE
TLIB2001 Check and assess operational capabilities of equipment	
Work may be conducted in:	• a range of work environments • by day or night
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Work may be conducted in:	• controlled or open environments

	• exposed conditions • limited or restricted spaces
Purpose of equipment checking and inspection is to:	• ensure it is free from damage, leaks and obstructions that may prejudice safety or limit operational capability
Safety and operational capability checks may be performed:	• on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries
Visual checks may include but are not limited to:	• cracks, surface or structural faults or other damage • fluid leaks • pressure over/under specification • temperature over/under specifications • tightness of bolts, fixtures and fittings within specifications
Records/results of pre-operation tests may include:	• action taken • details of faulty equipment or specific components • details of repair and maintenance work to be undertaken • results of testing
Operational checks may be performed by:	• operating/checking the functionality of various pieces of safety and component equipment (where applicable)
Hazards in the work area may include exposure to:	• a fire or explosion • chemicals • dangerous or hazardous substances • faulty equipment/tools • movements of equipment, goods and materials
Consultative processes may involve:	• contractors • equipment manufacturer • official representatives • site visitors • supervisors and managers • workplace personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety glasses • safety headwear and footwear

	• two-way radios
Communication in the work area may include:	• barcode readers • email • fax • internet • oral, aural or signed communications • phone • radio frequency communications
Information/documents may include:	• award, enterprise bargaining agreement and other industrial arrangements • codes of practice including the Codes of Practice for Manual Handling and the Industry Safety Code • emergency procedures • equipment identification labels, barcodes and serial numbers • manufacturer specifications for equipment/tools • quality assurance procedures • relevant Australian Standards and certification requirements • relevant legislation, regulations and related documentation including the Australian Dangerous Goods (ADG) Code • relevant work health and safety (WHS)/occupational health and safety (OHS) requirements and policies • safety data sheets (SDS)/material safety data sheets (MSDS) where applicable • supplier and/or client instructions • workplace procedures and policies for the checking and assessment of the equipment concerned
Applicable regulations and legislation may include:	• export/import/quarantine/bond requirements • licence, patent or copyright arrangements • relevant Australian Standards and certification requirements • relevant standards, codes and regulations pertaining to the checking and operation of the equipment concerned • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • workers compensation regulations • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
TLIB2022 Diagnose and rectify minor faults	
Work may be conducted:	• by day or night • in a range of work environments

Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites
Workplace environment may include:	• movement of equipment, goods, products, materials and vehicular traffic
Weighbridge operations may be:	• inclusive of a single operation involving the loading of vehicles and despatch functions
Weighbridge operation may be:	• computerised • electro/mechanical • electronic
Vehicles may include	• articulated road vehicles • trailers • trucks • wagons
Calibration and/or testing of equipment may be:	• required prior to and during operations
Hazards in the work area may include exposure to:	• chemicals and pesticides • dangerous or hazardous substances • electrical equipment • faulty equipment • humidity, air temperature, radiant heat • noise, light, energy sources • stationary and moving equipment, parts and materials
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • protective clothing • respirators and fume/dust masks • safety glasses • safety headwear and footwear • two-way radios
Requirements for work may include:	• authorities and permits • breakdown procedures • communications/recording equipment • emergency procedures • site restrictions and procedures • use of safety and PPE

Consultative processes may involve:	• drivers • existing and potential customers/clients • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • maintenance, professional or technical staff • supervisors and managers • suppliers and contractors • union representatives • workplace personnel
Diagnose equipment problems may involve:	• identifying the nature of a fault/problem by examination of the equipment issues • diagnosis to a sufficient level so that identification of faults, as equipment or process based, can be made and appropriate directions can be given to rectify or report the problem
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • established or standard procedures • organisational procedures • workplace procedures
Information/documents may include:	• Australian and international standards, criteria and certification requirements • award, workplace bargaining agreement, other industrial arrangements • codes of practice including the Codes of Practice for Manual Handling and the Industry Safety Code • competency standards and training materials • emergency procedures • induction documentation • manufacturer specifications and instructions for the operation of weighbridge equipment • safety data sheets (SDS)/material safety data sheets (MSDS) • operations manuals, job specifications and procedures • quality assurance procedures • relevant regulations including the Australian Dangerous Goods (ADG) Code • supplier and/or client instructions • work health and safety (WHS)/occupational health and safety (OHS) procedures • workplace operating procedures and policies

Applicable regulations and legislation may include:	• ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods • relevant Australian and international standards and certification requirements • relevant codes and regulations pertaining to weighbridge operations • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • traffic acts and road transport mass and loading regulations • workers compensation regulations • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
TLIB2073 Clean road tankers	
Type of vehicle may include:	• all tankers including those carrying petrol, diesel, oil, milk, wine and other liquid products
Cleaning operations may include:	• steam cleaning • water and detergent cleaning
Equipment and materials may include:	• cleaning tools • detergents and cleaning chemicals • hoses and spray balls • steam cleaning equipment • waste recycling tanks/equipment
Hazards may include but are not limited to:	• fire/ignition risk • slippery, wet surfaces • steam burns • vapours and noxious gases • working at heights
Environmental hazards may include:	• inappropriate disposal of washing fluids in drains or sewerage systems • leaking oil and fuel
Depending on work context, safety and protective equipment may include:	• gloves • hearing protection • high visibility waterproof clothing • safety glasses, headwear and footwear • safety harness for working on top of tankers
Applicable regulations and legislation may include:	• relevant state/territory roads and traffic authority regulations and requirements • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation

	• relevant state/territory environmental protection legislation • Australian Dangerous Goods (ADG) Code as it applies to the cleaning of tankers
TLIB2079 Set up and secure a towing situation	
Work may be conducted:	• by day or night • in a range of towing situations • in a range of weather conditions
Customers may be:	• car park operators • local government authorities • operators of expressways, freeways, tollways or tunnels • owners and operators of equipment elevating work platforms, forklifts, small load shifting equipment, etc. • police and other emergency services personnel • road traffic authorities • vehicle owners
Towing situations may include:	• abandoned vehicles • carriage of equipment such as elevating work platforms, forklifts, small load shifting equipment, etc. • expressway breakdowns and accidents • stolen cars • tunnel breakdowns and accidents • vehicle accidents • vehicle breakdowns • vehicles illegally parked in car parks • vehicles illegally parked on clearways
Required towing vehicle may include:	• articulated drop-deck low loader • tilt tray tow truck with winch (5 tonne, 7.5 tonne and 10 tonne capacity) • tow truck with crane and cradle • towing vehicle with a detachable self-loading tabletop • trailer
Potential hazards that may occur in various towing situations may include:	• contaminated blood at scene • fire at the scene • live electrical wires • oil on vehicle trays (slippery surfaces) • sharps that may be contaminated with transmittable diseases • spilt or leaking fuel or dangerous or hazardous goods or substances

	• unsafe manual lifting procedures • unsafe or damaged equipment • unsafe procedures in the use of towing equipment • vehicular traffic at the scene • weather conditions
Hazard control strategies may include:	• checking equipment and isolating, rectifying or reporting any defective equipment • cleaning of vehicles (including removal of oil from vehicle trays) • correct manual lifting strategies • deployment of safety equipment such as warning signs or witch's hats • following correct procedures in the event of spilt or leaking fuel or dangerous or hazardous goods or substances as per the Australian Dangerous Goods (ADG) Code • following correct safety procedures in the event of live fallen electrical wires at an accident scene • strategic positioning of towing vehicle • use of appropriate personal protective equipment (PPE), including reflective vests and raincoats • use of flashing lights on vehicles • use of safe procedures in the use of towing equipment • using correct portable firefighting equipment to control a fire at the scene
Depending on the organisation concerned, operating procedures may be called:	• company procedures • enterprise procedures • established procedures • organisational procedures • operating procedures
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing (raincoats and vests) • portable fire extinguishers • safety glasses • safety headwear and footwear • two-way radios
Communication at towing sites and in the work area may include:	• email • fax • internet • mobile phone

	• oral, aural or signed communications • radio frequency communications
Information and documents may include:	• codes of practice including the Codes of Practice for Manual Handling and the Industry Safety Code • emergency procedures • manufacturer specifications for towing vehicle, equipment and tools • quality assurance standards • relevant Australian Standards and certification requirements • relevant legislation, regulations and related documentation including the ADG Code • relevant work health and safety (WHS)/occupational health and safety (OHS) requirements and policies • safety data sheets (SDS)/material safety data sheets (MSDS) where applicable • standard procedures and policies for the setting up and securing a towing situation • workplace and client instructions
Applicable legislation, regulations and codes may include:	• relevant standards and codes pertaining to the setting up and securing of a towing situation • relevant state/territory regulations and licence/permit requirements pertaining to the operation of tow trucks • relevant state/territory road rules • relevant state/territory WHS/OHS legislation • relevant state/territory environmental protection legislation
TLIB3002 Test equipment and isolate faults	
Tests and the isolation of faults may be performed:	• on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries
Tests may include but are not limited to:	• identification of causes of poor or out-of-specification performance • tests as part of routine servicing • tests following servicing and/or adjustment of equipment • tests of operational performance
Records/results of tests may include:	• details of action taken • details of faulty equipment or specific components • details of repair and maintenance work to be undertaken • results of testing and associated recommendations
Hazards in the work area may include exposure to:	• a fire or explosion • chemicals • dangerous or hazardous substances

	• faulty equipment/tools • movements of equipment, goods and materials
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • established procedures • organisational procedures
Information/documents may include:	• award, enterprise bargaining agreement and other industrial arrangements • codes of practice including the Codes of Practice for Manual Handling and the Industry Safety Code • emergency procedures • equipment identification labels, barcodes and serial numbers • manufacturer specifications for equipment/tools • quality assurance procedures • relevant Australian Standards and certification requirements • relevant legislation, regulations and related documentation including the Australian Dangerous Goods (ADG) Code • relevant work health and safety (WHS)/occupational health and safety (OHS) requirements and policies • safety data sheets (SDS)/material safety data sheets (MSDS) where applicable • supplier and/or client instructions • workplace procedures and policies for the checking and assessment of the equipment concerned
TLIB3014 Load and unload wheeled or tracked crane	
Mobile crane may include:	• any wheeled or tracked unit
Hazards may include:	• hazardous or dangerous materials • noise, light, energy sources • obstructions • other vehicles and personnel • overhead service lines • power lines • stationary and moving machinery and equipment • surrounding buildings, structures, facilities • traffic hazards and congestion • underground services • uneven or unstable ground and recently filled trenches

Requirements for access and/or lift may include:	• additional gear and equipment • authorities and permits • communications equipment • hours of operation • induction processes • noise restrictions • personal protective equipment (PPE) • site restrictions and procedures • slings, chains, nets, brackets and other specialised lifting equipment • support trucks
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety headwear and footwear • sunscreen, sunglasses and safety glasses • two-way radios
Documentation/records may include:	• communications technology equipment, oral, aural or signed communications • competency standards and training materials • conditions of service, legislation and industrial agreements including: - workplace agreements and awards - WHS/OHS procedures - standards and certification requirements - quality assurance procedures • emergency procedures • induction documentation • job specifications and procedures • manufacturer specifications • operations manuals including load charts and crane and rigging manuals • personal and work area work procedures and practices • Safe Working Load (SWL) and Working Load Limit (WLL) • site plans • supplier and/or client instructions • workplace operating procedures and policies
Applicable regulations and legislation may include:	• relevant state/territory environmental protection legislation • relevant state/territory fatigue management regulations

	• relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes • relevant state/territory road rules • relevant state/territory WHS/OHS legislation
TLIB3015 Undertake site inspection	
Sites may include:	• building and construction sites • demolition sites • mining sites • tree lopping/removal sites • wharves
Hazards may include:	• hazardous or dangerous materials • noise, light, energy sources • obstructions • other vehicles and personnel • overhead service lines • power lines • stationary and moving machinery and equipment • surrounding buildings, structures, facilities • traffic hazards and congestion • underground services • uneven or unstable ground and recently filled trenches
Requirements for access and/or lift may include:	• additional gear and equipment • authorities and permits • communications equipment • hours of operation • induction processes • noise restrictions • personal protective equipment (PPE) • site restrictions and procedures • slings, chains, nets, brackets and other specialised lifting equipment • support trucks
Documentation/records may include:	• communications technology equipment, oral, aural or signed communications • competency standards and training materials • conditions of service, legislation and industrial agreements • emergency procedures • induction documentation

	• job specifications and procedures • manufacturer specifications • operations manuals including load charts and crane and rigging manuals • personal and work area work procedures and practices • quality assurance procedures • Safe Working Load (SWL) and Working Load Limit (WLL) • site plan • standards and certification requirements • supplier and/or client instructions • WHS/OHS procedures • workplace agreements and awards • workplace operating procedures and policies
Applicable regulations and legislation may include:	• relevant state/territory regulations and licence/permit requirements pertaining to mobile cranes • relevant state/territory road rules • relevant state/territory WHS/OHS legislation • relevant state/territory environmental protection legislation
TLIB4042 Conduct inspection of safeworking procedures and infrastructure	
Operations may be conducted:	• by day or night • in all relevant weather conditions
Conditions under which examination is undertaken may include:	• full range of weather conditions • full range of light conditions • various environments and rail workplaces
Infrastructure to be inspected may include:	• telephones • catchpoints • scotchblocks • rigid levers • Annett keys • trackwork and perway signs • signals and marker plates • station limit and station indicator boards • warning bells, boomgates, flashlights, level crossing signage • safeworking instruments
Facilities to be inspected may include:	• train order and pilot key sheds • signal cabins/boxes

Relevant workers may include:	• contractors • rail infrastructure workers • rail safety workers • workplace personnel
Depending on the type of rail organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures • workplace procedures • standard operating procedures
Personal protective equipment (PPE) may include:	• high visibility clothing • hearing protection • gloves • sunscreen • sunglasses • safety glasses • insect repellent • safety headwear • safety footwear • portable radios • hand lamps • flags • safety devices
Information/documents may include:	• applicable legislated rail safety requirements, including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines • working timetables • track layouts • signalling diagrams • written advice • inspection schedules • reports • maintenance notices, records and requests • relevant Australian Standards • manufacturers or workplace equipment operation manuals • operational instructions, policies and workplace procedures • emergency response procedure

	- communication equipment operation procedures - conditions of service, legislation and industrial agreements, including workplace agreements and awards
TLIB5010 Plan and implement maintenance schedules	
Work may be undertaken in:	various work environments in the warehousing, storage, transport and distribution industries
Customers may be:	internal or external
Operations may be conducted:	by day or night
The workplace environment may involve:	- large, medium and small workplaces - single- and multi-site location - twenty-four-hour operation
Work systems may include:	- authorities and permits - communications equipment - equipment inventory and identification systems - faulty equipment tagging and repair/replacement systems - hours of operation - preventative and remedial maintenance schedules, protocols and procedures - relevant regulations - workplace operations
Consultative processes may involve:	- contractors - employees, supervisors and managers - equipment manufacturer and suppliers - industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - other professional or technical staff
Communications systems may involve:	- electronic data interchange (EDI) - email - fax - mail - telephone
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	- company procedures - enterprise procedures - established procedures - organisational procedures

Documentation/records may include:	• Australian and international codes of practice and regulations relevant to equipment maintenance • Australian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods (ADG) Code • communications technology equipment and oral, aural or signed communications • conditions of service, legislation and industrial agreements including workplace agreements and awards • emergency procedures • operations manuals, job specifications and procedures and induction documentation • quality assurance and customer service standards and procedures • quality assurance plans, data and document control • relevant Australian Standards, criteria and certification requirements • relevant competency standards and training materials • Safe Working Load (SWL) and Working Load Limits (WLL) of transport options • statistical information on equipment malfunctions, maintenance and repairs • supplier and/or client instructions • workplace operating procedures, maintenance schedules and policies
Applicable regulations and legislation may include:	• Australian and international regulations and codes of practice for the handling, storage and transfer of dangerous goods and hazardous substances • equal opportunity, equal employment opportunity and affirmative action legislation • licence, patent or copyright arrangements • regulations and codes of practice related to equipment maintenance • relevant Australian and international standards and certification requirements • relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • relevant workers compensation legislation • relevant workplace relations legislation