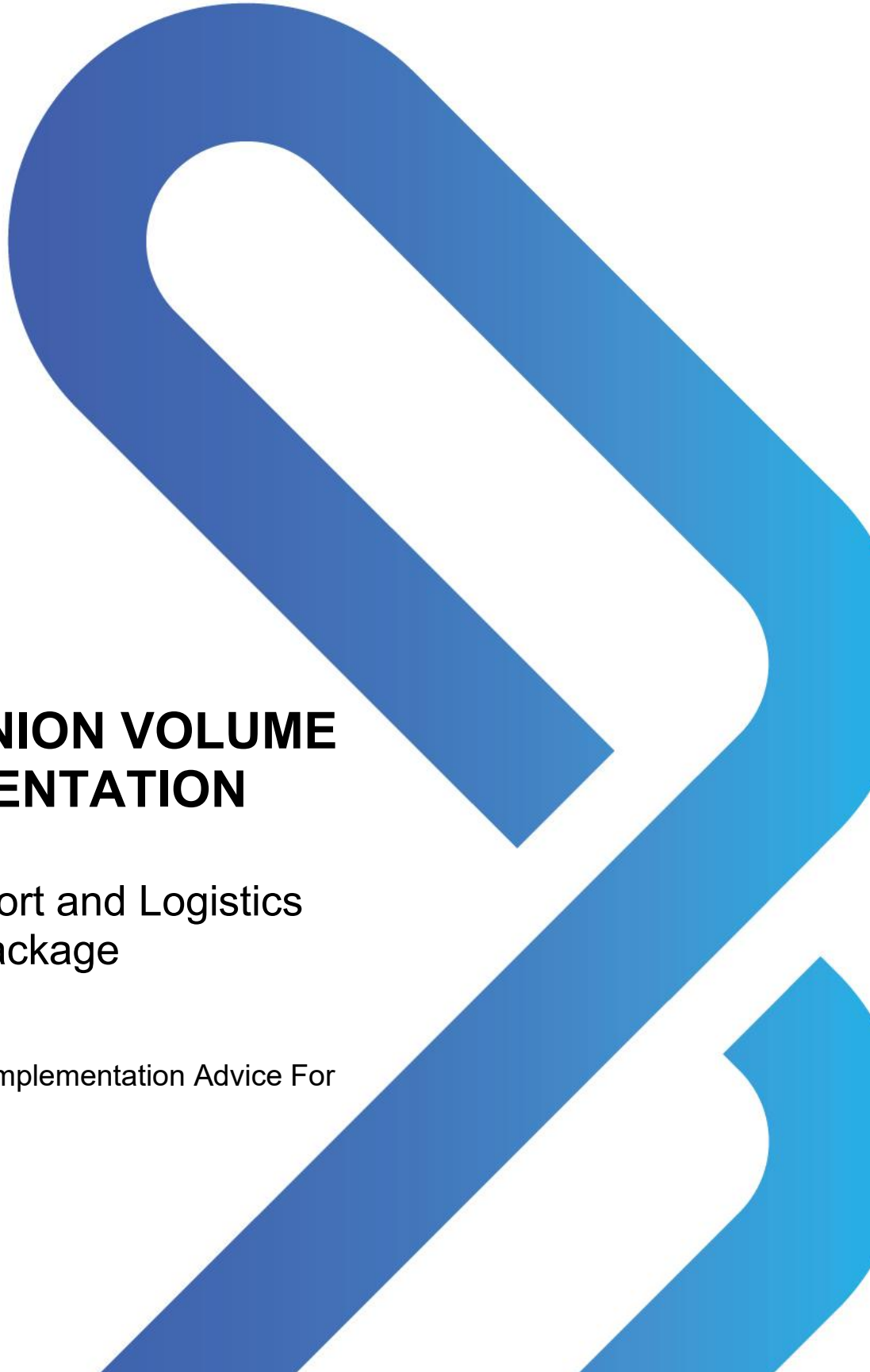




COMPANION VOLUME IMPLEMENTATION GUIDE

TLI Transport and Logistics
Training Package

Release 16.0

Attachment F: Implementation Advice For
TLIR – TLIX

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
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- CVIG – Quality Assurance Process
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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

R: Contract Procurement

TLIR0001 Implement purchasing systems	
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:	• industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • management and union representatives • other employees and supervisors • relevant authorities and institutions • suppliers of equipment
Documentation and records may include:	• dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS), where applicable • emergency procedures • purchasing records such as order forms, instructions or invoices • quality assurance procedures • relevant Australian Standards and certification requirements • relevant WHS/OHS and environmental protection regulations • workplace policies and procedures related to purchasing, record keeping and costing • workplace preferred supplier lists
Applicable legislation and regulations may include:	• privacy legislation • trade practices legislation • workplace relations regulations
TLIR0002 Conduct international purchasing	

Relevant personnel may include:	• CEO, managers, leaders, coordinators, supervisors and other persons authorised to commit the organisation to purchases • internal users of purchased goods and services • owner and Board • specialist personnel involved in purchasing, asset maintenance and finance
Invitations to offer may include:	• criteria for selection of suppliers from offers received • delivery schedules • draft contracts and agreements • quality requirements • required supplier capacity • requirements for off-site storage and warehousing • specifications of goods and/or services required
Further information may include:	• requests about specifications not responded to, misinterpretations of specifications and supplementary/add on products or services • supplier briefings and presentations
Information sources may include:	• Austrade and state/territory government departments or agencies and chambers of commerce • catalogues and directories • existing databases of suppliers • international branches and affiliates of organisation • internet • trade or industry publications
Assistance and clarification may be sought from:	• external parties, for example, regulatory authorities such as Australian Customs Service (ACS), Department of Agriculture, customs brokers and Austrade • manager or other personnel within the organisation
Specifications may include:	• designated timelines • indications of price range to be paid • packaging requirements • quantities required • relevant quality parameters for goods • size, capacity and volume of individual items • technical descriptions of goods to be purchased
Criteria for evaluating offers may include:	• any preferences for country of origin • availability and ability to meet designated timelines • clarity of offer

	• cost structure • quality parameters • value adding offered by suppliers including technical support and guarantees
Specialist expertise may include:	• customs brokers, freight forwarders, logistics and transport companies and consultants • expertise within organisation • regulatory bodies such as Department of Agriculture and ACS
Actions may include:	• imposition of fines or penalties • interventions by self • referral to more senior personnel within organisation, regulatory bodies and agents involved in arranging importation of goods
Depending on the organisation concerned, workplace procedures may be called:	• company procedures • enterprise procedures • established procedures • organisational procedures • operating procedures
Documentation and records may include:	• lists of relevant personnel to consult • organisation's policies, procedures, strategies, methods and instructions relevant to purchasing or procurement • proformas and instructions used when preparing invitations to offer • quality assurance procedures • technical instructions
Documentation and records may include:	• lists of relevant personnel to consult • organisation's policies, procedures, strategies, methods and instructions relevant to purchasing or procurement • proformas and instructions used when preparing invitations to offer • quality assurance procedures • technical instructions
TLIR0003 Monitor supplier performance	
Suppliers may include:	• corporations • domestic and international contractors • government agencies
Contract non-conformance must be:	• demonstrable
Relevant regulations/legislation may be related to:	• confidentiality • contract disputation

	• goods regulatory requirements • probity
Information/documentation may include:	• guidelines relating to minimising risks to the environment and WHS/OHS requirements • legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection • manufacturer specifications and/or suppliers handling and storage advice, workplace procedures, policies and instructions • material safety data sheets • quality assurance procedures • quality or enterprise work specifications and procedures • relevant agreements, codes of practice, including the Codes of Practice for Manual Handling and the Industry Safety Code • relevant supply contracts and agreements • reports of accidents and incidents within regulatory requirements and enterprise procedures • supplier and/or client instructions • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information
TLIR0004 Negotiate a contract	
Services, products, risks, work systems and requirements:	• potentially vary in different sections of the enterprise
Contracts may be for:	• singular or continuous supply of goods and/or services
Document/data interchange may be:	• electronic • paper-based
Clients/customers/suppliers may include:	• corporations • domestic and international contractors • government agencies • individuals
Consultative processes may involve:	• contractors • employees, supervisors and managers • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • legal representatives, financial managers, accountants • other professional, maintenance and technical staff • relevant authorities, government departments and institutions

	- representatives of other enterprises and organisations related to the international transfer of freight - suppliers and current or potential clients
Communications systems may involve:	- electronic data interchange (EDI) - email - fax - fixed and mobile telephone - mail, forms and internal memos - radio
Documentation/records may include:	- Australian and International standards, criteria and certification requirements - codes of practice and regulations relevant to the transport and distribution contractual arrangements - communications technology equipment and oral, aural or signed communications - conditions of service, legislation and industrial agreements, including workplace agreements and awards - emergency procedures - legal and contract documentation - operations manuals, job specifications and procedures and induction documentation - quality assurance plans, data and document control - quality assurance standards and procedures - relevant competency standards and training materials - supplier and/or client instructions - workplace operating procedures and policies
Applicable procedures and codes may include:	- Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances - Australian and international standards and certification requirements - equal opportunity, equal employment opportunity and affirmative action legislation - regulations and codes of practice relevant to contractual arrangements - relevant financial regulations - relevant licence or permit requirements and associated regulations - relevant state/territory environmental protection legislation - relevant state/territory WHS/OHS legislation - relevant workers compensation legislation - relevant workplace relations legislation

TLIR4002 Source goods/services and evaluate contractors	
The workplace environment may involve twenty-four-hour operation and may include:	• large, medium or small companies • single and multi-site location
Services, products, risks, work systems and requirements may:	• potentially vary across different sections of the workplace
Contractors may be:	• for one-off or repeat supplies/contract services
Document/data interchange may be:	• electronic • paper-based
Personnel in work area may include	• customers and suppliers • external authorities and agencies • industrial relations, 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
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:	• legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection • manufacturer specifications and/or suppliers handling and storage advice • safety data sheets (SDS)/material safety data sheets (MSDS) • quality and work specifications and procedures • quality assurance procedures • relevant agreements, codes of practice, including the Codes of Practice for Manual Handling and the Industry Safety Code • reports of accidents and incidents within regulatory requirements and enterprise procedures • specifications for required products or services • supplier and/or client instructions • WHS/OHS regulations and procedures

	- workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information - workplace procedures, policies and instructions
Applicable regulations and legislation may include:	- environmental protection regulations - equal employment legislation and related policies - hazardous substances and dangerous goods codes - licence, patent or copyright arrangements - relevant Australian and state/territory WHS/OHS legislation - relevant Australian Standards and certification requirements - relevant regulations, standards and codes of practice
TLIR4008 Implement and supervise stocktaking procedures	
Categories or groups of products or stock may include:	- dangerous goods - fragile goods - goods for overseas export - perishable goods - small parts - temperature controlled stock
Communication in the work area may include:	- electronic data interchange (EDI) - email - fax - internet - oral, aural or signed communications - phone - radio frequency systems
Documentation and records may include:	- dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS), where applicable - industry codes of practice - legislation and statutory requirements - manufacturer specifications and/or supplier handling and storage advice - policy and procedures for receipt and despatch of goods - procedures for stocktake - quality assurance procedures - regulations and codes of practice relevant to Australian Dangerous Goods (ADG) Code, including safe working and local authority regulations and procedures - 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 • relevant regulations, codes and safe working systems for the use and checking of stock • relevant state/territory WHS/OHS and environmental protection legislation • safe disposal of out-of-date stocks • workplace relations regulations
TLIR5005 Manage a contract	
Disputes and complaints may include disputes over:	• additional tasking • delivery schedules • extensions to scope • payment schedules • price changes • requirements
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:	• legal or other expert advisers • other employees and supervisors • relevant authorities
Documentation and records may include:	• contract schedules, specifications and related documentation • organisation's policies and procedures on procurement and contracted services • quality assurance procedures • relevant Australian Standards and certification requirements where these apply to the contracted services

	• relevant legislation, regulations and codes of practice related to procurement and contracted services • relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection regulations
Applicable legislation and regulations may include:	• relevant sections of national and state or territory regulatory requirements and codes of practice related to procurement, including trade practices law, law of contract, commercial law and fair trading legislation
TLIR5006 Develop, implement and review purchasing strategies	
Relevant stakeholders may include:	• clients and customers • tenderers, suppliers and contractors
Relevant personnel may include:	• CEO, managers, leaders, coordinators, supervisors and other persons authorised to commit the organisation to purchases • internal users of purchased goods and services • owner and Board • specialist personnel involved in purchasing, asset maintenance and finance
Purchasing strategies include:	• criteria for evaluating purchasing performance • different policies, procedures and strategies for different dollar values of purchases • key performance indicators for purchasing • limits of authority to approve purchases • methodology for evaluating purchasing performance • organisational and industry codes of conduct and ethics • policies, procedures, guidelines and documentation formats for purchasing from suppliers including entities owned by the organisation, partners, alliance members and local and distant suppliers • requirements for fairness and transparency in purchasing
Legal requirements may include issues in relation to:	• access and equity • accreditation, licence, patent and copyright • codes of practice • data collection, storage and retrieval • ethical conduct and governance • industrial relations • insurance • operation, maintenance and service of tools, equipment, plant and machinery • planning • privacy and confidentiality

	• professional development • standards (Australian and international) • warranties • work health and safety (WHS)/occupational health and safety (OHS)
The five rights are:	• right price: - value-for-money - cost/price analysis • right quality: - confidentiality and probity requirements - measures to manage risk - key performance indicators - quality accreditation • right quantity: - supply guarantees • right supplier: - due diligence requirements - demonstrable expertise and experience - evidence of past legal compliance - ethical conduct requirements - requirements to use organisations linked by ownership, partnership, alliance or other arrangements • right time: - supply guarantee
Resources include:	• documentation required for purchasing, such as proformas, order forms, standard tender documentation and basic standard contracts • human, physical and other resources such as: - software systems - staff to undertake or assist with purchasing
Further information may include:	• information sessions and briefings • training programs • written information including procedures and internet or intranet-based information
Consultative processes may involve:	• industrial relations and WHS/OHS specialists • management and union representatives • other employees and supervisors • relevant authorities and institutions

Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone • radio frequency systems
Depending on the organisation concerned, workplace procedures may be called:	• company procedures • enterprise procedures • established procedures • organisational procedures • operating procedures
Documentation and records may include:	• operations manuals, job specifications and induction documentation • quality assurance procedures • relevant Australian Standards • relevant WHS/OHS and environmental protection regulations • relevant workplace policies, procedures and codes of conduct relating to purchasing and business management
Applicable legislation and regulations may include:	• Australian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances • award and enterprise agreements and relevant industrial instruments • relevant industry codes of practice • relevant legislation from all levels of government that affects business operation • relevant state/territory WHS/OHS and environmental protection legislation • workplace relations regulations
TLIR5007 Manage international purchasing	
Strategic implications may include:	• business risks • compliance requirements • economic and financial implications • establishment of overseas branches and agencies or representatives • knowledge and information requirements
Export requirements refers to:	• business processes and practices of supplier country • compliance with legislation • tariffs, quotas, trading agreements and international treaties

Cultural considerations may include:	• business processes and practices within supplier country • culturally appropriate communication styles • perception of Australia • values, beliefs and attitudes
Legal requirements may include	• international law • international trade agreements and treaties • legislation applicable to supplier country
Australian regulatory controls may include those applicable to:	• Australian Customs Service (ACS) requirements • Department of Agriculture requirements • Australian Taxation Office (ATO) requirements • requirements of other government departments and agencies • Trade Practices Act
INCOTERMS refer to:	• the set of international rules for the interpretation of trade terms published by International Chamber of Commerce (ICC) and applied to imports and exports to specify transportation and payment conditions
Controls may include:	• guarantees • insurance • other strategies to minimise or transfer risk • selection or rejection of particular payment methods • specifying a particular currency for payment
Barter refers to:	• the simultaneous exchange of goods between the importer and exporter
Countertrade refers to:	• a trading transaction where export sales to a particular market are made on the condition that imports from that particular market are accepted in return
Requirements for pre-shipment inspection may include:	• checks made of quality, packaging (including condition of containers), quantities, labelling of goods and containers and separation of goods to comply with Australian regulations such as Dangerous Goods Act • checks of condition of goods prior to shipment
Regulatory compliance requirements may include	• fumigation and quarantine regulations • labelling requirements • legislation and regulations related to prohibited imports • separation of goods to comply with Australian regulations such as Dangerous Goods Act
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:	- industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists - management and union representatives - other employees and supervisors - relevant authorities and institutions
Documentation and records may include:	- operations manuals, job specifications and induction documentation - phytosanitary certificates/biosecurity inspection - quality assurance procedures - regulations and codes of practice relevant to Australian Dangerous Goods (ADG) Code, including safe working and local authority regulations and procedures - relevant Australian Standards and certification requirements - relevant WHS/OHS and environmental protection regulations - specialist permit applications - workplace policies and procedures related to ADG code
TLIR5014 Manage suppliers	
Recommendations may include:	- file relevant supplier details for future reference - renew agreement for further purchasing - seek new sources of supply
Disagreements can be about:	- costs, fees and prices - delivery schedules - interpretations of specifications detailed in documents on which agreements are based - interpretations of terms and conditions detailed in agreement - quality of goods or services, including work health and safety (WHS)/occupational health and safety (OHS) performance standards
Consultative processes may involve:	- industrial relations and WHS/OHS specialists - management and union representatives - other employees and supervisors

	• relevant authorities and institutions • suppliers of equipment
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone • radio frequency systems
Depending on the organisation concerned, workplace procedures may be called:	• company procedures • enterprise procedures • established procedures • organisational procedures • operating procedures
Documentation and records may include:	• lists of approved suppliers and relevant personnel to consult • organisation's policies, procedures, strategies, methods and instructions relevant to procurement and supplier management • proformas and instructions used when evaluating suppliers and their performance • quality assurance procedures • relevant Australian Standards • relevant WHS/OHS and environmental protection regulations • technical instructions
Applicable legislation and regulations may include:	• relevant sections of national and state or territory regulatory requirements and codes of practice related to procurement • relevant state/territory WHS/OHS and environmental protection legislation • workplace relations regulations

U: Environment

TLIU0002 Implement and monitor workplace policy and procedures for environmental sustainability

Scope of sustainability policy may include:	• addressing sustainability initiatives through reference to standards, guidelines and approaches such as: - ISO 14001 Environmental Management Systems - Life Cycle Analyses - Global Reporting Initiative
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	- Ecological Footprint Assessment - Triple Bottom Line reporting - Product Stewardship • an integrated approach to sustainability which includes environmental, economic and social aspects, or a narrower one to focus on each aspect individually • the parts of the enterprise to which it is to apply, including whether it is for the whole enterprise, one site, one work area or combinations of these
Stakeholders may include:	• individuals and groups both inside and outside the organisation that have some direct interest in the following aspects of the enterprise: - actions - conduct - customers - employees at all levels of the organisation - other organisations - products - regulators - services - suppliers
Resource efficiency for the transport industry may include:	• fuel consumption • maintenance and servicing, such as importance of correct tyre pressure • the correct use of equipment and vehicles according to environmental protection regulations and guidelines
TLIU0003 Prepare for environmentally sustainable work practices	
Legislation and national standards may include:	• Australian Standards • award and enterprise agreements • licensing arrangements • relevant codes of practice • relevant Commonwealth, state and territory legislation which affects organisational operation: - environmental issues - industrial relations - work health and safety (WHS)/occupational health and safety (OHS)
WHS/OHS requirements may include:	• understanding of company WHS/OHS guidelines such as: - appropriate personal protective equipment (PPE)

Reasons for environmental sustainability action may include:	• biodiversity and environmental impacts • greenhouse gas emissions • resource scarcity • non-renewable resource use • pollution: - air - land - hazardous materials - waste - water
TLIU1009 Monitor plant and equipment in an environmentally sustainable manner	
Maintaining operating equipment in an environmentally sustainable environment 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 in the transport/logistics industries
Pollutants may include:	• chemicals and detergents • exhaust fumes • gas • hazardous substances • noise • noxious material • oils and lubricants • rubbish • smoke • wastes
Plant and equipment may include:	• aircraft • fixed equipment emitting exhaust fumes/gases • forklifts, cranes and load shifting equipment • marine vessels • motor vehicles, trucks and motorcycles • portable equipment emitting exhaust fumes/gases • rail locomotives and motive power units • spill response equipment • tow motors

Personnel in the work area may include:	• contractors • official representatives • site visitors • 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
Depending on workplace context, personal protective equipment (PPE) may include:	• biohazard suits • carbon monoxide (CO) detector • eye/ear protection • gloves • high visibility clothing • mask • protective clothing • safety headwear and footwear • two-way radios
Information/documents may include:	• award, enterprise bargaining agreement, other industrial arrangements • codes of practice for environmental protection • emergency procedures • goods identification numbers and codes • manifests, bar codes, goods and container identification • manufacturer instructions • safety data sheets (SDS)/material safety data sheets (MSDS) • policies and procedures for entry and work in confined spaces • quality assurance procedures • regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues • relevant legislation, regulations and related documentation • standards and certification requirements • supplier and/or client instructions • work health and safety (WHS)/occupational health and safety (OHS) and environmental protection regulations • workplace housekeeping procedures and policies
Applicable regulations and legislation may include:	• current Australian Dangerous Goods (ADG) Code • marine orders

	• relevant state/territory environmental protection legislation • relevant state/territory WHS/OHS legislation • workplace relations regulations
TLIU2012 Participate in environmentally sustainable work practices	
Environmental and resource efficiency issues may include:	• minimisation of environmental risks and maximisation of opportunities to improve business environmental performance and to promote more efficient production and consumption of natural resources, for example by: - efficient energy use, seeking alternative sources of energy - minimisation of pollution, through sound driving techniques - minimisation of waste through effective storage and recycling
Appropriate techniques may include:	• examination of invoices from suppliers • examination of relevant information and data • measurements made under different conditions
Organisational plans may include:	• documented policies and procedures • environmental protection regulations and guidelines on correct use of equipment and vehicles • work plans to minimise waste, increase efficiency of water use etc.
Suggestions may include ideas that help to:	• improve energy efficiency • increase use of renewable, recyclable, reusable and recoverable resources • prevent and minimise risks and maximise opportunities such as: - minimise usage of fuel or use alternative forms of energy where appropriate - reduce emissions of greenhouse gases - reduce use of non-renewable resources
TLIU3011 Implement and monitor environmentally sustainable work practices	
Compliance includes:	• meeting relevant federal, state/territory and local government laws, by-laws and regulations
Purchasing strategies may include:	• influencing suppliers to take up environmental sustainability
Stakeholders, key personnel and specialists may include:	• individuals and groups both inside and outside the organisation that have some direct interest in the enterprise's conduct, actions, products and services, including: - employees at all levels of the organisation - customers - suppliers

	- other organisations • key personnel within the organisation, and specialists outside it who may have particular technical expertise
Environmental and resource efficiency plans may include:	• addressing sustainability initiatives with reference to standards, guidelines and approaches such as: - Ecological Footprint Assessment - Global Reporting Initiative - ISO 14001 Environmental Management Systems - Life Cycle Analyses - Product Stewardship - Triple Bottom Line reporting • initiating and/or maintaining appropriate enterprise procedures for operational energy consumption, including stationary energy and non-stationary (transport)
Suggestions may include ideas that help to:	• eliminate the use of hazardous and toxic materials • express purchasing power through the selection of suppliers with improved environmental performance e.g. purchasing renewable energy • identify strategies to offset or mitigate environmental impacts, e.g. purchasing of carbon credits • make more efficient use of energy • maximise opportunities to re-use and recycle materials • prevent and minimise risks and maximise opportunities such as: - minimise usage of fuel or use alternative forms of energy where appropriate - reduce emissions of greenhouse gases - reduce use of non-renewable resources
TLIU3014 Operate vehicle in an environmentally sustainable manner	
Environmentally sustainable driving may include:	• following distance from the vehicle in front • observance of speed limits • transmission control • tyre pressures • use of auxiliary braking systems • vehicle maintenance
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:	- state/territory heavy vehicle driving licence/permit requirements - state/territory road rules - vehicle manufacturer instructions, specifications and recommended driving procedures including preoperational checks of vehicle - vehicle work diaries or record book - workplace driving instructions and procedures
Applicable procedures and codes may include:	- relevant state/territory environmental protection legislation - relevant state/territory fatigue management regulations - relevant state/territory roads and traffic authority driving regulations and licence/permit requirements relevant state/territory road rules - relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) legislation
TLIU3015 Identify wastes and hazards in the waste management industry	
Waste characteristics may include:	- density - level of contamination - quality - quantity - shape - size - volume - weight
Waste stream may include:	- construction and demolition - dangerous goods - green waste - hazardous substances - municipal waste
Waste categories may include:	- asbestos - clinical/cytotoxic waste – medical waste, dressings, sharps, pharmaceutical products and anatomical waste - commercial and industrial waste - construction and demolition waste – broken bricks, concrete, plasterboard, glass, metals, soils, tiles and timbers - general household waste/hard rubbish - hazardous waste – acid, caustic, greasy trap waste, oily rags, filters, coolants, oily sludges, septic waste, solvents, trade waste (i.e. paints), used cooking oils and batteries - manufactured products – clothing and footwear - organic and green waste – fruit, vegetables, fish and all green waste

	- processed food and beverage waste – food, beverages, tobacco and liquor, and used cooking oil - quarantine waste – airport and seaport amnesty bin waste, wash water waste from international vessels and from cleaning of heavy vehicles - recyclable materials – cardboard, plastic wrap, polystyrene, newspapers, magazines, phone books, boxes, cartons and packaging - sanitary waste
Hazardous and dangerous waste may include:	- all waste depending on the condition, environment and extent of personal exposure - asbestos - biological products - blood products - chemicals - electrical wiring - glass - hospital waste - leaking containers - medical waste - needles and syringes - oil and petrol
Non-conforming waste may include:	- contamination - hazardous or dangerous waste - inferior quality and unacceptable waste streams
Contaminants may include:	- infestation - mixing waste types - rot or mould - sunlight - waterlogging
Other potential hazards and risks are those that may lead to:	- damage to plant, vehicle or property - harm to the environment, including soil and streams - illness or injury to employees, contractors or the general public - injuries resulting from manual handling and repetitive work
Hazards and risks may include:	- broken glass - burns - clinical/cytotoxic waste (e.g. dressings and sharps) - compaction equipment - contamination

	• corrosion • dust • fire • fumes • narrow driveways • other vehicles and equipment • overhanging signs • projectiles • spark-producing equipment • weather
TLIU4001 Implement and monitor environmental protection policies and procedures	
Implementation and monitoring of environmental protection policies and procedures may occur:	• in a range of work environments by day or night
Customers may be:	• internal or external
Workplaces may comprise:	• large, medium or small worksites in the transport, warehousing, distribution and/or storage industries
Workplace procedures for dealing with hazardous events may include:	• consultation • counselling and disciplinary processes • environmental information, including incident and management practices • evacuation • first aid • hazardous substance containment • inspection and housekeeping • internal and external auditing • maintenance including plant and equipment • operational instruction • purchasing • risk assessment and control • specific hazardous materials policies and procedures • training and assessment
Environment may include:	• atmospheric • indoor • marine • outdoor

Environmental protection requirements may be obtained from:	• environmental hazard reports • relevant legislation • risk control procedures • workplace personnel and management
Environmental hazards may include:	• chemicals and detergents • exhaust fumes • gas • noise • oils and lubricants • rubbish • smoke • wastes
Servicing requirements may be obtained from:	• customer requests • freight requirements • workplace personnel • works orders
Depending on workplace context, personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety glasses • safety headwear and footwear • two-way radios
Personnel in the work area may include:	• contractors • official representatives • site visitors • workplace personnel including supervisors and management
Support services can include:	• load security/protection • loading/unloading requirements • receipt personnel • special vehicle access/parking
Promotional activities may include:	• advertising programs • in-house newsletters • open days • press releases • promotional briefings • public relations activities • publications

	seminars
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 safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines - award, enterprise bargaining agreement, other industrial arrangements - codes of practice for environmental protection - emergency procedures - goods identification numbers and codes - manifests, bar codes, goods and container identification - manufacturer instructions concerning the use and servicing of equipment - safety data sheets (SDS)/material safety data sheets (MSDS) - policies and procedures for entry and work in confined spaces - quality assurance procedures - regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues - relevant legislation, regulations and related documentation - standards and certification requirements - supplier and/or client instructions - work health and safety (WHS)/occupational health and safety (OHS) and environmental protection regulations - workplace housekeeping procedures and policies
Applicable regulations and legislation may include:	- applicable legislated safety requirements, including Acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines - Australian Dangerous Goods (ADG) Code - relevant state/territory WHS/OHS legislation - workers compensation regulations - workplace relations regulations, including equal opportunity, equal employment opportunity and affirmative action legislation
TLIU5006 Conduct environmental audits	
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 in all weather conditions
The workplace environment may involve:	• large, medium and small workplaces • single and multi-site location • twenty-four-hour operation
Services, products, risks, work systems and requirements potentially vary:	• in different sectors of the warehousing, storage, transport and distribution industries
Environmental audits may be conducted:	• as part of enterprise or site-specific procedures
Audits may be conducted:	• alone or in conjunction with other staff from the enterprise or external contractors
Audits may involve:	• movement of processed materials, dangerous goods, hazardous substances, waste disposal, run-offs, etc.
Consultative processes may involve:	• customers and suppliers • employees, supervisors and managers • industrial relations and work health and safety (WHS)/occupational health and safety (OHS) specialists • other professional, maintenance or technical staff • relevant environmental authorities and local government departments • representatives of other enterprises and organisations related to the international transfer of freight
Communications systems may involve:	• electronic data interchange (EDI) • email • fax • fixed or mobile telephone • mail, forms and internal memos • radio
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:	• communications technology equipment and oral, aural or signed communications • conditions of service, legislation and industrial agreements, including workplace agreements and awards

	• emergency procedures • environmental codes of practice and regulations relevant to workplace activities • local government environmental protection policies and guidelines • manufacturer specifications and/or suppliers handling and storage advice • safety data sheets (SDS)/material safety data sheets (MSDS) • operations manuals, job specifications and procedures and induction documentation • quality assurance plans, data and document control • quality assurance standards and procedures • regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the Australian Dangerous Goods (ADG) Code, where applicable • relevant Australian Standards, criteria and certification requirements • relevant competency standards and training materials • supplier and/or client instructions • workplace operating procedures, instructions and policies relevant to environmental protection
Applicable procedures and codes may include:	• Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances • equal opportunity, equal employment opportunity and affirmative action legislation • relevant Australian and international standards and certification requirements • relevant licence or permit requirements and associated regulations • relevant state/territory and local government environmental protection legislation and regulations • relevant state/territory WHS/OHS legislation • relevant workers compensation legislation • relevant workplace relations legislation

W: Equipment and Systems Operations

TLIW0002 Clean and inspect pooled equipment	
Cleaning operations may be conducted:	• by hand or machine involving detergents or solvents
Inspection may be:	• visual or using testing equipment

Workplace requirements for completing cleaning activities may include:	• checking work areas to ensure they meet required workplace standards • completing and maintaining schedules and records • containing used cleaning agents and wastewater in an appropriate manner • identifying maintenance requirements of any damaged equipment • sorting and appropriately storing recyclable materials for collection • tagging faulty equipment and notifying appropriate personnel of maintenance requirements of damaged or non-functioning equipment
Hazards in the work area may include exposure to:	• chemicals • dangerous or hazardous substances • debris on floor • electrical equipment • faulty equipment • faulty racking • humidity, air temperature and radiant heat • noise, light and energy sources • poorly stacked materials or finished pallets • stationary and moving equipment, parts and materials
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • safety glasses • safety headwear and footwear • two-way radios
Information/documents may include:	• award, enterprise bargaining agreement, other industrial arrangements • codes of practice including the Codes of Practice for Manual Handling and the Industry Safety Code • emergency procedures • job specifications and workplace operating procedures • manufacturer specifications for equipment/tools • quality assurance standards for pallet manufacture • relevant Australian or international standards • relevant regulations, including the Australian Dangerous Goods (ADG) Code • safety data sheets (SDS)/material safety data sheets (MSDS) (where applicable) • standards and certification requirements • supplier and/or client instructions

Applicable regulations and legislation may include:	• ADG Code and regulations • Australian Standards AS 2858 Timber – Softwood and AS 2082 Timber – Hardwood • licence, patent or copyright arrangements • relevant codes and regulations pertaining to pallet manufacture • 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
TLIW0007 Operate under track protection rules	
Documentation/records may include but are not limited to:	• Emergency Response Plan (ER Plan) and emergency procedure manuals • instructions of relevant rail authorities concerning rail safety and operations • local instructions • manufacturers or workplace equipment instructions and operation manuals • QA plans, data and document control • rules and regulations of the applicable rail network systems of safeworking • safety critical communication procedures • safeworking forms • technical instructions • train running information (TRI) • two-way radio operation procedures • work orders • workplace procedures, policies and work instructions • worksite safety plan (where applicable)
Equipment may include:	• flags • lamps • mobile phone • radios • speed boards • stands • stop signs • warning devices • whistles

Rail terminology includes:	- as defined in the applicable Rail Infrastructure Manager system of safeworking rules and workplace procedures as they relate to the work activities concerned - state/territory legislated rail safety requirements, codes of practice, rules and/or guidelines - work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
Safety clothing and equipment may include but is not limited to:	- hand tools - hearing protection - high visibility clothing - insect repellent - lighting including strobe lighting - safety devices - safety glasses, headwear, mask, footwear and gloves - sunscreen and sunglasses
Safety leadership integrity may include:	- being a leader who leads by example and ensures that safety is a top priority in all aspects of their work - consistently demonstrating a commitment to safety through actions, decisions, and behaviours that prioritise the well-being of employees and others who may be affected by their work - learning from workplace or industries capabilities and limitation (human factors) - pro-actively addressing risk exposure and implementing effective risk control measures - role modelling desirable and pro-active safety behaviours - the quality of being honest, trustworthy, and accountable in leading and promoting a culture of safety in the workplace - working collaboratively with others - working systematically with required attention to detail without injury to self or others, or damage to equipment
Work may be conducted in:	- restricted spaces - exposed conditions - controlled or open environments
TLIW3006 Operate computerised mail and parcels sorting equipment	
Work may be conducted:	- by day or night - in a range of work environments
Workplaces may comprise:	large, medium or small worksites

Operations may include:	• shift work
Customers may be:	• internal or external
Hazards may include:	• dust and vapours • hazardous or dangerous materials • humidity, air temperature • lighting conditions • machinery/equipment moving parts • noise • vehicular traffic and pedestrians
Weighing devices may be:	• automated • mechanical • weighbridge
Work priorities may be communicated through:	• announcements • briefings • noticeboards
Equipment may include:	• bar code sorter • conveyor belts • flat mail Optical Character Recognition (OCR) • flat sorting machine • kingfishers • large letters sorting machine • large parcels sorting machine • letter scanner • mail trays, tubs and bags • multi-line OCR • pallet jack/maverick • powered lifters • scales • scanners • small parcels sorting machine • strapping machine • tipping belt • unit load device (ULD) tipper • ULDs and wheeled ULDs (WULDs) • vertical sorting frame (VSF) and vertical sorting divisions (VSDs)

Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • protective clothing • safety glasses • safety headwear and footwear • two-way radios
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • oral, aural or signed communications • phone • radio • radio frequency systems
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 or other industrial arrangements • codes of practice, including Codes of Practice for Manual Handling and the Industry Safety Code • competency standards and training materials • emergency procedures • HAZCHEM chart/safety data sheets (SDS)/material safety data sheets (MSDS) • induction documentation • job specifications and procedures • mail identification numbers, codes and labels • Management Information System (MIS) • Management Operating System (MOS) • manifests, consignment notes, bar codes, mail and container identification • manufacturer specifications • quality assurance procedures • safety observation feedback program • sorting system information including: - international postcode directory

	- label charts - postal guide - postcode book, national sort plan and state sort plan • supplier and or/client instructions • workplace policies, operating procedures and practices
Applicable regulations and legislation may include:	• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, • equal opportunity, equal employment opportunity and affirmative action legislation • relevant codes and regulations pertaining to mail operations • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workers compensation regulations • workplace relations regulations
TLIW3008 Carry out culler facer canceller operations	
Work may be conducted:	• by day or night • in a range of work environments
Workplaces may comprise:	• large, medium or small worksites
Operations may include:	• shift work
Customers may be:	• internal or external
Hazards may include:	• dust and vapours • hazardous or dangerous materials • humidity, air temperature • lighting conditions • machinery/equipment moving parts • noise • vehicular traffic and pedestrians
Weighing devices may be:	• automated • mechanical • weighbridge
Work priorities may be communicated through:	• announcements • briefings • noticeboards
Equipment may include:	• bag frames • bag hoist

	• bags • bins • chairs • face up area frame • gloves • hand pallet trucks • hand stamps and table • kingfishers • knife • labels • letter preparation lines (LPLs) • needle stick holder (biological hazard container) • out of course (OOC) stickers • plastic and cardboard trays • rakes • reject baskets • trolleys • tub/tray holder • unit load device (ULD) tippers • ULDs and wheeled ULDs (WULDs)
Personal protective equipment (PPE) may include:	• gloves • high visibility clothing • protective clothing • safety glasses • safety headwear and footwear • two-way radios
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • oral, aural or signed communications • phone • radio • radio frequency systems
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 or other industrial arrangements • CFC process information, including: - codes of practice, including Codes of Practice for Manual Handling and the Industry Safety Code - competency standards and training materials - emergency procedures - HAZCHEM chart/safety data sheets (SDS)/material safety data sheets (MSDS) - induction documentation - job specifications and procedures - label charts - machine operating manuals - machine specifications - machine specifications - mail and container identification - mail identification numbers, codes and labels - Management Information System (MIS) - Management Operating System (MOS) - manufacturer specifications - quality assurance procedures - safety observation feedback program - size gauges - supplier and or/client instructions - workplace policies, operating procedures and practices
Applicable regulations and legislation may include:	• Australian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, • equal opportunity, equal employment opportunity and affirmative action legislation • relevant codes and regulations pertaining to mail operations • relevant state/territory work health and safety (WHS)/occupational health and safety (OHS) and environmental protection legislation • workers compensation regulations • workplace relations regulations

X: Logistics

TLIX0008 Comply with biosecurity border clearance

Guide to Learning Outcomes (supplied by - Department of Agriculture, Water and the Environment):	• Explain the purpose and role of the Department of Agriculture, Water and the Environment • Describe the Biosecurity measures available for managing biosecurity risk • Explain the purpose of the non-commodity information requirements policy • Describe the purpose of the minimum documentary and import declaration requirements policy • Describe the department's approved arrangements • List the current Class 19 approved arrangements • Describe the activities undertaken using the Class 19.1 NCCC approved arrangement • Describe the activities undertaken using the Class 19.2 AEPCOMM approved arrangement • Describe the function of Automatic Entry Processing • Explain how the department monitors and assesses compliance • Demonstrate ability to correctly process lodgements under the Class 19 approved arrangements (classes 19.1 and 19.2)
Proposed course structure may include (supplied by - Department of Agriculture, Water and the Environment):	Unit of Competency Overall Objective • Why are you here? Topic 1: Biosecurity in Australia • Department of Agriculture, Water and the Environment (the Department) • General functions/objectives • Biosecurity Act 2015 • First points of entry • Pests and diseases of biosecurity concern (including BMSB and Khapra Beetle) • Biosecurity measures: inspection, treatment, export, destruction Topic 2: Main Departmental Policies regarding documentation - Non-commodity information requirements policy: ○ Non-commodity concerns ○ cargo types exempt from standard non-commodity information requirements ○ Khapra beetle concerns ○ rural concerns only ○ non-commodity concern statements ○ other considerations ○ examples of documentation - Minimum documentary and import declaration requirements policy: ○ overarching requirements ○ format requirements ○ original documentation

	○ consignment specific ○ overarching import declaration requirements ○ broker AA import declaration requirements ○ examples of different document types Topic 3: Approved Arrangements • What are Approved Arrangements (AAs); provide examples of AAs • Provide general reference to the AA General Policies which underpins all AAs – Convey that, specific details on how compliance is monitored for the Class 19 AAs to be covered in later module. • Describe Class 19 AAs – (NCCC and AEPCOMM) • BIPs and accredited persons • Training and accreditation for accredited persons • Continuous Biosecurity Competency (CBC) Topic 4: NCCC Approved Arrangement • 19.1 Requirements and conditions policy • Appendix 1: Reporting guide (import declaration requirements) • Non-commodity general declaration questions • Concern types • Concern type hierarchy • AIMS directions • NCCC lodgements (examples) Topic 5: AEPCOMM Approved Arrangement • 19.2 Requirements and conditions policy • Approved commodities and related information webpage • BICON and AEPCOMM User Access • Commodity tutorials on CBC webpage • Lodging BMSB risk consignments through AEPCOMM (examples) • Lodging Khapra risk consignments through AEPCOMM (examples) Topic 6: NCCC and AEPCOMM Combined • General information – Dealing with each arrangement separately • Combined import declaration lodgements (examples) Topic 7: Class 19 Approved Arrangements Compliance Monitoring • Appendix 2: Monitoring and assessing compliance • Approved Arrangements General policies: Compliance model • Category 1 document assessment verifications • Category 2 document assessment verifications • Verification rates (compliance tables) • Non-compliance classifications for Class 19 approved arrangements • Non-compliance appeal process
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Important references/resources include (supplied by - Department of Agriculture, Water and the Environment):	<u>Non-commodity information requirements policy - Department of Agriculture</u> <u>Minimum documentary and import declaration requirements policy - Department of Agriculture</u> <u>Approved arrangements - Department of Agriculture</u> <u>Automatic Entry Processing (AEP) - Department of Agriculture</u> <u>Training and accreditation for approved arrangements - Department of Agriculture</u> <u>Conditions for operating approved arrangements - Department of Agriculture</u> <u>Approved commodities and related information for class 19.2 AEPCOMM approved arrangement - Department of Agriculture</u> <u>CBC activities - Department of Agriculture</u> <u>Approved arrangements general policies - Department of Agriculture</u> <u>Compliance classifications for broker class approved arrangements - Department of Agriculture</u> <u>BICON - Australian Biosecurity Import Conditions (agriculture.gov.au)</u>
Documentation may include:	• Automatic Entry Processing for Commodities (AEPCOMM) requirements policy • industry/enterprise or other performance standards • minimum documentary and import declaration requirements policy • non-commodity for containerised cargo clearance (NCCC) requirements policy • non-commodity information requirements policy • workplace procedures
Appropriate personnel may include:	• consultative committees • department personnel • industry technical experts • managers/employers • mentors and workplace coaches • representative government regulatory bodies • team leaders/supervisors
Information on new developments in biosecurity border clearance operations may be obtained from:	• Biosecurity Import Conditions (BICON) system • Continued Biosecurity Competency (CBC) • bulletins, journals and books • external networks • independent reading • internal and external training programs • online learning and other professional development programs

	relevant government department
Relevant requirements for consignment specific documentation may include:	- government certification - transport documentation - commercial documentation - documents issued and/or endorsed by the Department of Agriculture and water resources - non-commodity documentation - other documents
TLIX0035 Apply knowledge of border clearance fundamentals	
Delivery sequence for the Diploma of Customs Broking may include:	- Apply knowledge of border clearance fundamentals - Determine tariff classification of goods - Comply with biosecurity border clearance - Determine import/export prohibitions/restrictions - Manage of goods under customs control - Apply border clearance procedures - Determine customs value - Determine indirect taxes - Apply customs procedures - Determine complex customs value - Determine complex tariff classifications - Determine origin of goods and apply preference schemes or free trade agreements - Apply anti-dumping and countervailing measures - Review decisions of regulatory bodies
TLIX0036 Determine tariff classification of goods	
Information on relevant aspects of classifying commodities for import and export of goods through customs may include:	- content of Customs Tariff Act 1995 and various sections within the Act as they relate to classifying commodities for import and export of goods through customs - legal notes to the tariff and the context of each note and the application of this context to the classification of commodities for the import and export of goods through customs - principles of identification of goods for tariff classification purposes - reasons for Customs Tariff Act 1995 and for the imposition of duty on imported goods - Rules for the Interpretation of the Harmonized System and the Australian Customs Tariff Act 1995 - schedules of the tariff and the sub-heading structures at various levels in order to arrive at correct classification and duty rates

Where identifying material for classification is not available, sample of goods may be in the form of:	• photographs (still, video or electronically transmitted image) • written description including technical drawings
Resources to classify goods include:	• case law • dictionaries • Harmonized System Explanatory Notes (HSEN) • precedents database • trade or technical publications • websites
Examples of previous related classifications include:	• examples from texts and reference materials, including World Customs Organisation precedents • precedents
Client consultation may be required where:	• characteristics of goods cannot be determined from available information or require clarification in relation to use, function and context (as a component of another item)
Assistance may include:	• advice from supervisor or manager, more experienced colleagues, customs brokers, training staff and technical experts • consulting technical experts in the industry, professional association or a training provider • using reference material within organisation, training providers, professional libraries and trade journals
New developments in classifying commodities may relate to changes in:	• processes • regulations • software application systems • work systems
Information on new developments in classifying commodities for the import and export of goods may be obtained from:	• Australian Customs • bulletins, journals, magazines and books • continuous professional development programs • external networks such as staff in regulatory authorities • internal networks such as own work team, staff in other departments, support staff, managers and training staff • websites
Delivery sequence for the Diploma of Customs Broking may include:	• Apply knowledge of border clearance fundamentals • Determine tariff classification of goods • Comply with biosecurity border clearance • Determine import/export prohibitions/restrictions • Manage goods under customs control

	• Apply border clearance procedures • Determine customs value • Determine indirect taxes • Apply Customs procedures • Determine complex customs value • Determine complex tariff classifications • Determine origin of goods and apply preference schemes or free trade agreements • Apply anti-dumping and countervailing measures • Review decisions of regulatory bodies
Workplace procedures may include:	• quality procedures • operational procedures • standard operating procedures
Communication in the work area may include:	• electronic data interchange (EDI) • email • internet • oral, aural or signed communications • phone
Consultative processes may involve:	• other employees and supervisors • personnel in relevant authorities and institutions
Documentation and records may include:	• Customs and related legislation • dictionaries • extrinsic material (as defined in the Acts Interpretation Act) • Harmonized System Explanatory Notes (HSEN) • internal documentation • machinery operations manuals, • manufacturer specifications for relevant equipment • quality assurance procedures • supplier and/or client instructions • trade or technical publications • workplace procedures and policies
TLIX0037 Apply border clearance procedures	
Information on relevant aspects of customs clearance practices may include:	• business continuity plan procedures • Customs Act 1901, regulations and current amendments • Customs publications, policy and procedures
Non-tariff controls may include:	• import licensing

	• quota
New developments in customs clearance operations may include:	• processes • regulations • systems • technology • types and packaging of goods
Information on new developments in customs clearance operations may be obtained from:	• bulletins, journals, magazines, books • external networks • internal and external training programs • internet websites such as Australian Customs and Border Protection Service (ACBPS)
Ways of learning skills and knowledge required for new developments in border clearance operations may include:	• independent reading • online learning • seminars and webinars
Depending on the organisation concerned, workplace procedures may be called:	• quality procedures
Delivery sequence for the Diploma of Customs Broking may include:	• Apply knowledge of border clearance fundamentals • Determine tariff classification of goods • Comply with biosecurity border clearance • Determine import/export prohibitions/restrictions • Manage of goods under customs control • Apply border clearance procedures • Determine customs value • Determine indirect taxes • Apply customs procedures • Determine complex customs value • Determine complex tariff classifications • Determine origin of goods and apply preference schemes or free trade agreements • Apply anti-dumping and countervailing measures • Review decisions of regulatory bodies
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax

	• internet • oral, aural or signed communications • phone
Consultative processes may involve:	• agents • clients • management representatives • other employees and supervisors • relevant authorities and institutions
Documentation and records may include:	• client instructions • Customs and related legislation • Customs Notices • internal documentation used for customs clearance functions • manifests, delivery notes, consignment notes and special clearances • manufacturer specifications for equipment • other regulatory requirements pertaining to customs clearance functions • quality assurance procedures
TLIX0038 Apply customs procedures	
Industry support schemes include:	• relevant government department that administers industry support schemes • Tradex Scheme which provides for an upfront exemption from customs duty and taxes on imported goods intended for re-export or to be used as inputs to exports
New developments in customs clearance operations may include:	• processes • regulations • systems • technology
Information on new developments in customs clearance operations may be obtained from:	• bulletins, journals, magazines, books • continuing professional development • external networks • independent reading • internal and external training programs • internet websites – Australian Customs and Border Protection Service (ACBPS) • online learning
Depending on the organisation concerned,	• quality procedures

workplace procedures may be called:	
Delivery sequence for the Diploma of Customs Broking may include:	• Apply knowledge of border clearance fundamentals • Determine tariff classification of goods • Comply with biosecurity border clearance • Determine import/export prohibitions/restrictions • Manage of goods under customs control • Apply border clearance procedures • Determine customs value • Determine indirect taxes • Apply customs procedures • Determine complex customs value • Determine complex tariff classifications • Determine origin of goods and apply preference schemes or free trade agreements • Apply anti-dumping and countervailing measures • Review decisions of regulatory bodies
Communication in the work area may include:	• electronic data interchange (EDI) • email • internet • oral, aural or signed communications • phone
Consultative processes may involve:	• agents • clients • customs technical experts • management representatives • other employees and supervisors • relevant authorities and institutions
Documentation and records may include:	• client instructions • Customs Act 1901 and related legislation • Customs Regulations 1926 as amended • internal documentation used for customs clearance functions • manufacturer specifications for equipment • other regulatory requirements pertaining to customs clearance functions • relevant sections of Australian Customs Notices and Practice Statements

TLIX0039 Determine customs value

Information on the determination of relevant aspects of customs valuations may include:	• Customs Act 1901 and Customs Regulations • principles, theories and history of the Australian valuation system including the World Trade Organization (WTO) Customs Valuation Agreement, and Customs and related legislation • transaction value, including: - adjusted price - arm's length transactions - contract of sale - import sales transaction - price - price-related costs - rebates
Alternate valuation methods may include:	• computed value method • deductive goods method • fall back method • identical goods valuation • similar goods valuation
Adjusted price may include:	• Australian inland freight and insurance • deductible administrative costs • deductible financing costs • overseas freight and insurance • post-importation costs
Price related costs may include:	• foreign inland freight and foreign inland insurance • packing costs • production assist costs • proceeds of resale
Valuation advice means:	• completing and lodging an application for valuation advice with the regulator
Verification may include:	• customs brokers • other colleagues within the enterprise
New developments in customs valuation practices including changes in:	• case law • legislation • processes and policies • regulations
Delivery sequence for the Diploma of Customs Broking may include:	• Apply knowledge of border clearance fundamentals • Determine tariff classification of goods

	• Comply with biosecurity border clearance • Determine import/export prohibitions/restrictions • Manage of goods under customs control • Apply border clearance procedures • Determine customs value • Determine indirect taxes • Apply Customs procedures • Determine complex customs value • Determine complex tariff classifications • Determine origin of goods and apply preference schemes or free trade agreements • Apply anti-dumping and countervailing measures • Review decisions of regulatory bodies
Information on new developments in customs valuation practices may be obtained from:	• bulletins, journals, magazines and books • external networks such as professional bodies and staff in various regulatory authorities • internal and external training programs • internal networks such as own operational team, staff in other departments, support staff, managers and training staff • internet websites
Ways of learning skills and knowledge required for new developments in customs valuation practices may include:	• coaching in the workplace • independent reading • networking with relevant internal and external contacts • online learning
Workplace procedures may include:	• quality procedures
Communication in the work area may include:	• electronic data interchange (EDI) • email • fax • internet • oral, aural or signed communications • phone
Consultative processes may involve:	• management • other employees and supervisors • relevant authorities and institutions
Documentation and records may include:	• client instructions • Customs Act 1901 and related legislation

	• internal documentation used for customs valuation • software application system user manuals • workplace procedures and policies • WTO Customs Valuation Agreement
TLIX0040 Determine complex customs value	
Alternate valuation methods may include:	• Computed Value • Deductive (Contemporary Sales) Value • Deductive (Derived Goods Sale) Value • Deductive (Later Sales) Value • Fall-back Value • Identical Goods Value • Similar Goods Value
Adjusted price may relate to:	• Australian inland freight and insurance • deductible administrative costs • deductible financing costs • overseas freight and insurance
Price-related costs may relate to:	• commissions • foreign inland freight and insurance • packing costs • proceeds of resale • production assist costs • royalties and licence fees
Valuation advice may include:	• completing and lodging an application for valuation advice with the regulator
Post-entry valuation advice may include:	• adjusting customs value
Information on new developments in customs valuation practices may be obtained from:	• internal and external training programs • internal networks such as own operational team, support staff, managers and training staff • regulatory authority • World Trade Organization (WTO)
Workplace procedures may include:	• quality procedures
Delivery sequence for the Diploma of Customs Broking may include:	• Apply knowledge of border clearance fundamentals • Determine tariff classification of goods • Comply with biosecurity border clearance • Determine import/export prohibitions/restrictions

	• Manage of goods under customs control • Apply border clearance procedures • Determine customs value • Determine indirect taxes • Apply customs procedures • Determine complex customs value • Determine complex tariff classifications • Determine origin of goods and apply preference schemes or free trade agreements • Apply anti-dumping and countervailing measures • Review decisions of regulatory bodies
Communication methods in the work area may include:	• electronic data interchange (EDI) • email • internet • oral, aural or signed communications • phone
Documentation and records may include:	• client instructions • Customs Act 1901 and related legislation • internal documentation used for valuation • invoices and evidence of payment • practice statements • WTO Customs Valuation Agreement
TLIX0041 Manage goods under customs control	
Delivery sequence for the Diploma of Customs Broking may include:	• Apply knowledge of border clearance fundamentals • Determine tariff classification of goods • Comply with biosecurity border clearance • Determine import/export prohibitions/restrictions • Manage of goods under customs control • Apply border clearance procedures • Determine customs value • Determine indirect taxes • Apply customs procedures • Determine complex customs value • Determine complex tariff classifications • Determine origin of goods and apply preference schemes or free trade agreements • Apply anti-dumping and countervailing measures • Review decisions of regulatory bodies

New developments in border clearance operations may include:	• processes • regulations • systems • technology • types and packaging of goods
Information on new developments in border clearance operations may be obtained from:	• bulletins, journals, magazines and books • external networks • internal and external training programs • internal networks such as own team, staff in other departments, support staff, managers and training staff • internet websites
Adaptability to new skill and knowledge requirements required due to the development of new border clearance operations may include:	• coaching in the workplace • continuous professional development programs • external training programs • independent reading • internal training programs • networking with relevant internal and external contacts • online learning
Workplace procedures may include:	• quality procedures
Communication in the work area may include:	• electronic data interchange (EDI) • email • internet • oral, aural or signed communications • phone
Consultative processes may involve:	• clients • customs brokers • customs technical experts • other employees and supervisors
Documentation and records may include:	• client instructions • commercial invoices and packing lists • customs and related legislation • customs notices • dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) • industrial relations agreements or contracts • internal documentation used for border clearance functions

	- manifests, delivery notes, special clearances, consignment notes and authorised weighbridge certificates - manufacturer specifications for equipment - operations manuals, job specifications and induction documentation - other legislation related to border clearance functions - permits to import and/or export - quality assurance procedures - quarantine documentation - shipping documentation - workplace policies and procedures related to border clearance
New developments in border clearance operations may include:	- processes - regulations - systems - technology - types and packaging of goods
TLIX0042 Determine complex tariff classifications	
Information on relevant aspects for classifying goods for import and export of goods may include:	- Australian Harmonised Export Commodity Class (AHECC) - contents and purpose of Customs Tariff Act 1995, Schedule 1, 2, 3 and 4 - procedures for classifying complex goods
Complex goods may include:	- functional units - incomplete or unassembled machines - metals - multi-function or composite machines - parts and accessories - sets - textiles
Objective classification may include:	- collating as much information as possible about the goods and the condition they are in as imported - importer advice and illustrative descriptive material (IDM) - managers/employers
Analytical classification may include:	- tariff parlance - technical aspects of goods
Harmonised system terminology may include:	sufficient identification terminology to be transferred into tariff terminology
Clarification and assistance may include:	advice from client, experienced colleagues, customs staff and industry-specific technical experts

	• classification software • commercially available additional resources
Delivery sequence for the Diploma of Customs Broking may include:	• Apply knowledge of border clearance fundamentals • Determine tariff classification of goods • Comply with biosecurity border clearance • Determine import/export prohibitions/restrictions • Manage of goods under customs control • Apply border clearance procedures • Determine customs value • Determine indirect taxes • Apply customs procedures • Determine complex customs value • Determine complex tariff classifications • Determine origin of goods and apply preference schemes or free trade agreements • Apply anti-dumping and countervailing measures • Review decisions of regulatory bodies
Tools may include:	• Harmonised System Explanatory Notes • technical dictionaries • trade journals
Summary/overview may include:	• AHECC • Customs Tariff Act 1995
References may include:	• Australian Harmonised Export Classification • case law • Customs and related legislation • Customs Tariff Act 1995 and its Schedules • dash system • illustrative descriptive technical material (IDM) supplied by client or supplier • interpretative rules • legal notes • material chapters • precedents • section and chapter notes • tariff headings • tariff sub-headings • type chapters

New developments in the classification of complex goods may relate to changes in:	• Australian legislation • case law • classification processes • regulations • software system applications • World Customs Organization (WCO) Classification
TLIX0043 Determine indirect taxes	
Allowable exemptions and specialised schemes refer to:	• government initiatives and schemes to promote exports of goods and services
Verification may be undertaken by:	• customs broker • other experienced colleagues within the organisation
Documentation may be passed on to:	• colleagues for further processing • customs broker • manager for checking and verification
New developments in the application of GST and other indirect tax legislation may include changes in:	• Australian Taxation Office (ATO) and Customs legislation • lodgement processes and systems • rates
Information on new developments in the application of GST and other indirect tax legislation may be obtained from:	• bulletins, journals, magazines and books • external networks such as staff in Customs, ATO and various regulatory authorities, and staff in other customs broking enterprises • internal and external training programs • internal networks such as own operational team, staff in other departments, support staff, managers and training staff • internet websites
Techniques to learn skills and knowledge required for new developments in applying GST and other indirect tax legislation may include:	• coaching in the workplace • continuing professional development • external training programs • independent reading • internal training programs • networking with relevant internal and external contacts
Workplace procedures may include:	• quality procedures
Delivery sequence for the Diploma of Customs Broking may include:	• Apply knowledge of border clearance fundamentals • Determine tariff classification of goods • Comply with biosecurity border clearance • Determine import/export prohibitions/restrictions

	• Manage of goods under customs control • Apply border clearance procedures • Determine customs value • Determine indirect taxes • Apply customs procedures • Determine complex customs value • Determine complex tariff classifications • Determine origin of goods and apply preference schemes or free trade agreements • Apply anti-dumping and countervailing measures • Review decisions of regulatory bodies
Communication in the work area may include:	• electronic data interchange (EDI) • email • internet • oral, aural or signed communications • phone
Consultative processes may involve:	• management • other employees and supervisors • relevant authorities and institutions
Documentation and records may include:	• ATO rulings on GST and other indirect tax legislation • client instructions • commercial invoices • insurance documents • internal company documentation used for the application of GST and other indirect tax legislation as part of customs broking activities • operations manuals, job specifications and induction documentation • relevant documentation and guidance materials on A New Tax System (Goods and Services Tax) Act 1999, Customs and other indirect tax legislation as they relate to the implementation of GST and other indirect tax legislation • shipping documents • workplace procedures and policies
TLIX0044 Determine origin of goods and apply preference schemes or free trade agreements	
Information/documents may include:	• air waybill (AWB) • bills of lading (B/L) or sea waybills • certificates of origin • commercial invoices • Customs Act 1901 as amended

	• Customs Tariff Act 1995 as amended • manufacturer specifications for equipment • other documents specific to goods, country of origin/destination • packing lists • permits from regulatory bodies (Australian and international) • relevant free trade agreements • supplier and/or client instructions
Applicable regulations and legislation may include:	• Customs Act 1901 as amended • Customs Tariff Act 1995 as amended • free trade agreements
Delivery sequence for the Diploma of Customs Broking may include:	• Apply knowledge of border clearance fundamentals • Determine tariff classification of goods • Comply with biosecurity border clearance • Determine import/export prohibitions/restrictions • Manage of goods under customs control • Apply border clearance procedures • Determine customs value • Determine indirect taxes • Apply customs procedures • Determine complex customs value • Determine complex tariff classifications • Determine origin of goods and apply preference schemes or free trade agreements • Apply anti-dumping and countervailing measures • Review decisions of regulatory bodies
Work may be conducted:	• by day or night • in a range of work environments
Clients may be:	• external • internal
Workplaces may comprise:	• large • medium • small worksites
TLIX0045 Determine import/export prohibitions /restrictions	
Restricted/prohibited goods/commodities subject to biosecurity and wildlife conservation regulations or other regulatory and/or	• commodities containing ozone-depleting substances • dangerous goods, explosives, firearms and ammunition • flora and fauna

permit requirements may include:	• goods and materials that may be used to construct explosives or weapons of mass destruction (WMD) • hazardous waste • heritage and cultural items • horticultural and agricultural products • imported foods • industrial chemicals • other commodities subject to Australian and overseas government regulations and requiring special permits • plant, fish and animal products • therapeutic goods and complementary medicines • vessels and vehicles • wines and spirits
Information on relevant aspects of permit requirements may include:	• other special permit requirements such as: – commodities containing ozone-depleting substances – dangerous goods, explosives, firearms, ammunition; chemical, biological and radioactive weapons materials and components; other prohibited imports and exports – hazardous waste – heritage and cultural items – imported food program and permit regulations – prescribed amounts of cash – requirements for Therapeutic Goods Administration (TGA) permits • quarantine permit requirements such as: – animal quarantine – approved providers – cargo clearance – conversion quantities – foods containing specified ingredients – origin – plant and animal exports – plant quarantine – pests and diseases – quarantine treatment – treatments undertaken • wildlife conservation requirements such as: – acquittals and specimen export records (SER) – export/import regulations – international treaties for wildlife conservation – special permit validation for exports – wildlife conservation
Delivery sequence for the Diploma of Customs Broking may include:	1. Apply knowledge of border clearance fundamentals 2. Determine tariff classification of goods 3. Comply with biosecurity border clearance

	4. Determine import/export prohibitions/restrictions 5. Manage of goods under customs control 6. Apply border clearance procedures 7. Determine customs value 8. Determine indirect taxes 9. Apply customs procedures 10. Determine complex customs value 11. Determine complex tariff classifications 12. Determine origin of goods and apply preference schemes or free trade agreements 13. Apply anti-dumping and countervailing measures 14. Review decisions of regulatory bodies
Agencies from which permits may be obtained may include:	• Australian Customs and Border Protection Service • Australian Federal Police • Australian Wine and Brandy Corporation • Attorney-General's Department • Department of Defence • Department of Foreign Affairs and Trade • Department of Health • Department of Infrastructure, Transport, Regional Development and Communications • Department of Industry, Science, Energy and Resources • Department of Agriculture, Water and the Environment • Department of the Prime Minister and Cabinet • Health Insurance Commission • TGA • Wheat Exports Australia
Checks made during an assessment of a permit or restriction assessment may include:	• accuracy checks • checks for missing information • checks for unfulfilled requirements • checks for whether or not supplementary documents are required
Workplace procedures may include:	• quality procedures
Communication in the work area may include:	• electronic data interchange (EDI) • email • internet

	• oral, aural or signed communications • phone
Consultative processes may involve:	• client • management • other employees and supervisors • regulatory authorities
Documentation and records may include:	• dangerous goods declarations and safety data sheets (SDS)/material safety data sheets (MSDS) • emergency procedures • goods manifests • operations manuals, job specifications and induction documentation • other government documentation covering regulated trade (including online) • quality assurance procedures • regulations and codes of practice relevant to import and export procedures • relevant Australian Standards and certification requirements • relevant database systems • workplace policies and procedures related to permit requirements
TLIX0046 Apply anti-dumping and countervailing measures	
Applicable regulations and legislation may include:	• Customs Act 1901 • Customs Administration Act 1985 • Customs Regulations 1926 • Customs Tariff (Anti-Dumping) Act 1975 • Customs Tariff (Anti-Dumping) Regulations 2013
Documents may include:	• Dumping Commodity Register
Work may be conducted:	• by day or night • in a range of work environments
Delivery sequence for the Diploma of Customs Broking may include:	1. Apply knowledge of border clearance fundamentals 2. Determine tariff classification of goods 3. Comply with biosecurity border clearance 4. Determine import/export prohibitions/restrictions 5. Manage of goods under customs control 6. Apply border clearance procedures 7. Determine customs value 8. Determine indirect taxes

	9. Apply customs procedures 10. Determine complex customs value 11. Determine complex tariff classifications 12. Determine origin of goods and apply preference schemes or free trade agreements 13. Apply anti-dumping and countervailing measures 14. Review decisions of regulatory bodies
Clients may be:	- external - internal
Workplaces may comprise:	- large - medium - small worksites
TLIX0047 Review decisions of regulatory bodies	
Regulatory bodies may include:	- Australian Customs and Border Protection Service (ACBPS) - relevant commonwealth government departments
Delivery methods and practise opportunities may include:	- experiential learning using real scenarios - explanations - group work - mentoring - problem solving and decision making - presentations - combination of the above
Resources may include:	- case law - case studies - customs policies and procedures - relevant legislation - scenarios
Delivery sequence for the Diploma of Customs Broking may include:	1. Apply knowledge of border clearance fundamentals 2. Determine tariff classification of goods 3. Comply with biosecurity border clearance 4. Determine import/export prohibitions/restrictions 5. Manage of goods under customs control 6. Apply border clearance procedures 7. Determine customs value 8. Determine indirect taxes

	9. Apply customs procedures 10. Determine complex customs value 11. Determine complex tariff classifications 12. Determine origin of goods and apply preference schemes or free trade agreements 13. Apply anti-dumping and countervailing measures 14. Review decisions of regulatory bodies
Strategies and techniques may include:	• group discussion • points of clarification • targeted questioning
TLIX0048 Apply codification and cataloguing processes and procedures	
Codification information and data may include:	• liaison • manufacturer information • physical descriptions • technical drawings • technical specifications
Cataloguing activities may include:	• administrative procedures • data management • data collection and storage • data retrieval • liaison
Codification and cataloguing records may include:	• databases • files • registers • spreadsheets
Materiel may include:	• all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes
Materiel logistics is:	• the life cycle management of materiel to achieve the stated objectives of capability managers
Materiel sustainment may include:	• the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be

	referred to as asset management and includes components of sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks
Organisation may include:	- enterprises that require codification and cataloguing - enterprises that work in materiel logistics - other government departments or instrumentalities that work with materiel
Organisational policy and procedures may include:	- Australian Standards - international standards - organisational instructions and standards
TLIX0050 Apply knowledge of technical regulatory framework	
Technical regulatory framework may include compliance in:	- environment - safety - suitability
Organisation may include:	- enterprises that work in materiel logistics - other government departments or instrumentalities that work with materiel
Materiel may include:	all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes
Materiel logistics is:	the life cycle management of materiel to achieve the stated objectives of the capability managers
Organisational policy and procedures may include:	- Australian Standards - international standards - organisational instructions and standards
TLIX0051 Apply materiel logistics processes and procedures	
Organisation may include:	- enterprises that work in integrated logistics support - enterprises that work in materiel sustainment - other government departments or instrumentalities that work with materiel
Resources may include:	- financial - information technology applications and tools - infrastructure

	• personnel • time • databases • transport
Organisational policy and procedures may include:	• Australian Standards • international standards • organisational instructions and standards
Integrated logistics support activities may include:	• integrated logistics support administrative procedures • integrated logistics support data collection and storage • integrated logistics support data retrieval
Records may include:	• databases • files • finance systems • logistics information technology systems • logistics systems • registers • spreadsheets • technical data systems
Materiel sustainment may include:	• the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. • Materiel sustainment may also be referred to as asset management and includes components of sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks
Materiel sustainment activities may include:	• administrative procedures • data collection and storage • data retrieval
TLIX0052 Apply technical regulatory framework compliance management systems	
Technical regulatory framework compliance requirements:	• may include those authorised by the relevant technical regulatory framework and contained in implementation directions from internal authorities • will be based on: - codes of practice - environmental, sustainability policies and legislation

	- internal policies - organisational policy and procedures - operating procedures - standards
Technical regulatory framework components may include:	• configuration management • design and design approval • engineering including engineering change • integrated logistics support (ILS) • logistics • materiel sustainment • procurement • quality
Resources may include:	• access to appropriate technical expertise • communication systems • facilities • financial • human resources • information technology capabilities and systems • infrastructure • time • transport
Specified information may include:	• plans • project plans • standing instructions • operating procedures • work flow charts • work instructions • work procedures
Breaches may include:	• penalties, which may include sanctions, suspension, loss of formal recognition or accreditation, and court determination in relation to criminal or civil cases • Public Service Act • relevant civil legislation and regulations • relevant commercial legislation and regulations

Responsible authority/stakeholder may include:	• compliance management team (where relevant) • compliance specialists at the operational level • legal and business advisors and consultants with expertise in compliance management • project sponsors • representatives of professional associations and institutes relevant to the organisation's operations and sphere of business • senior management team • technical regulatory authorities
TLIX0053 Apply technical risk management systems and techniques	
Risks may include:	• actual • likely/probable • perceived • potential • sources of technical risk and associated documents may include: - design change - engineering management plan - risk management plan - appropriate standards
Delegated technical/engineering authority may include authority:	• appointed in accordance with the relevant technical regulatory framework • subject to frequent change in a multi-disciplinary environment • under limited guidance and supervision • within agreed authorisation and limits • within established organisational framework, procedures and routines
Risk analysis methods, techniques and tools may include:	• assisting in qualitative and/or quantitative risk analysis, such as schedule simulation, decision analysis, contingency planning and alternative strategy development • using personal experience and/or subject matter experts • using specialist risk analysis tools to assist in the decision-making process
Organisational plans may include:	• engineer management plans • risk management plans
Others may include:	• executive authorities • higher project authorities • other stakeholders

	• project specialists or personnel • regulatory authorities • team members
Opportunities may include:	• better means of achieving a result • changes in the regulatory framework or broader environment that offer scope for rescheduling activities to better effect • efficiencies or methods to work more effectively, such as ways of shortening an activity • environmental load minimisation and waste minimisation • improvements to technical integrity • risk mitigation
Review may include:	• changes to technical regulatory authority • technical integrity of organisation's materiel
Data and information may include:	• financial data • list of potential risk events (risk register/log) • logistics data, including environmental and sustainability issues • organisational files and records • risk analysis and reappraisal • risk diaries, incident logs, occurrence reports and other such documentation • risk management lessons learned • risk management plan • technical data
TLIX0054 Assess maintenance spares and manage repairable items	
Spares assessment and supply information systems may be:	• developed within the organisation • manual or computer-based • proprietary systems purchased by the organisation
Suitable substitute parts may be identified from:	• drawings, standards and specifications in the case of piece parts and materials • manufacturer catalogues and specifications in the case of complete components (items of products) • modification data
Organisational policy and procedures may include:	• Australian Standards • international standards • logistics support analysis • organisational instructions and standards

Repairable items may include:	• electrical system components • electronic systems components • engines and engine components • hydraulic, pneumatic and fuel components • instrument system components • items of role equipment • items of safety equipment • mechanical components • removable structural components
Investigation or additional maintenance requirements may include:	• compliance with directives or special technical instructions • incident investigation • modifications • service bulletin compliance • service difficulty (defect) report investigation • warranty claims
Integrated logistics support (ILS) records may include:	• baselines for reliability, availability and maintainability • failure modes, effects and criticality analysis • costing analysis • life cycle costing data • logistics support analysis plans • logistics support analysis record data
TLIX0055 Conduct configuration management	
Stakeholders may include:	• capability manager • contractors • customers • project managers • regulators • subordinates • supervisors • suppliers
Materiel may include:	• all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes

Organisational policy and procedures may include:	• Australian Standards • international standards • organisational instructions and standards
Legislation may include:	• relevant federal, state/territory and local government legislation and regulations
Configuration management activities may include:	• data and information analysis • data and information management • data and information retrieval • identification of data and information • reporting • research • administrative procedures • data collection and storage
Sources of information may include:	• contractors • databases • duty statements • legislation • managers • peers • plans • policies • procedures • publications • reference material • standards • supervisors • suppliers
Personnel may include:	• capability manager • contractors • customers • project managers • regulators • subordinates • supervisors • suppliers • team members

Resources may include:	• contractual • financial • information technology applications and tools • infrastructure • personnel • time
Methodologies and procedures may include:	• configuration management • costing analysis • life cycle costing • logistics support analysis • maintenance requirement determination • procurement • reliability centred maintenance • reliability, availability and maintainability • systems engineering
Compliance requirements may include:	• authority • delegations • environmental • legislative • organisational policy • regulatory
Life cycle may include:	• whole of a particular item/system/process, from identification of a capability need to capability disposal
Configuration management records may include:	• databases • files • information technology systems • registers • spreadsheets
Organisation may include:	• enterprises that work in configuration management • other government departments or instrumentalities that work with materiel
TLIX0056 Conduct logistics support analysis activities	
Stakeholders may include:	• capability manager • contractors • customers

	• project managers • regulators • subordinates • supervisors • suppliers
Materiel may include:	• all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes
Organisational policy and procedures may include:	• Australian Standards • international standards • organisational instructions and standards
Legislation may include:	• relevant federal, state/territory and local government legislation and regulations
Sources of information may include:	• contractors • databases • duty statements • legislation • managers • peers • plans • policies • procedures • publications • reference material • standards • supervisors • suppliers
Personnel may include:	• capability manager • contractors • customers • project managers • regulators • subordinates • supervisors

	• suppliers • team members
Logistics support analysis activities may include:	• data and information analysis • data and information management • data and information retrieval • identification of data and information • reporting • research
Resources may include:	• financial • information technology applications and tools • infrastructure • personnel • time
Methodologies and procedures may include:	• configuration management • life cycle costing • logistics support analysis • maintenance requirement determination • procurement • reliability centred maintenance • reliability, availability and maintainability • systems engineering
Compliance requirements may include:	• authority • delegations • environmental • legislative • organisational policy • regulatory
Life cycle may include:	• whole of a particular item/system/process, from identification of a capability need to capability disposal
TLIX0057 Conduct maintenance on deployed operations	
Maintenance effort may include:	• calibration • classification • rebuilding • recovery • repair

	• salvage • servicing • technical inspection • testing
Maintenance technical policy and procedure may include:	• engineering instructions • maintenance advisory bulletins • maintenance doctrine • maintenance plans • operating procedures • technical regulations
Maintenance planning tools may include:	• logistic information systems • maintenance information systems: • back-loading • backlog • cross-loading • current availability • scheduling • workflow
The considerations of production/maintenance planning may include:	• capability • capacity • duration of repair work • location of the equipment • parent unit activity • priority of the equipment • repair policy
Enabling components of maintenance support may include:	• competent and qualified tradespeople • facilities and support equipment, including recovery equipment • repair parts • repair pools • technical data and documentation • time • tools and test equipment
Repair/recovery support may include:	• back loading of material • establishment of equipment collection point • forward recovery of material

	• forward repair of material
Repair parts may include:	• all essential elements, materials, components, assemblies or sub-assemblies of an end item of equipment required for the maintenance or repair of equipment
TLIX0058 Conduct materiel logistics activities	
Stakeholders may include:	• capability manager • contractors • customers • project managers • regulators • subordinates • supervisors • suppliers
Materiel may include:	• all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes
Organisational policy and procedures may include:	• Australian Standards • international standards • organisational instructions and standards
Legislation may include:	• relevant federal, state/territory and local government legislation and regulations
Sources of information may include:	• contractors • databases • duty statements • legislation • managers • peers • plans • policies • procedures • publications • reference material • standards • supervisors

	suppliers
Personnel may include:	- capability manager - contractors - customers - project managers - regulators - subordinates - supervisors - suppliers - team members
Integrated logistics support activities may include:	- data and information analysis - data and information management - data and information retrieval - identification of data and information - reporting - research
Resources may include:	- financial - information technology applications and tools - infrastructure - personnel - time
Methodologies and procedures may include:	- configuration management - life cycle costing - logistics support analysis - maintenance requirement determination - procurement - reliability centred maintenance - reliability, availability and maintainability - systems engineering
Compliance requirements may include:	- authority - delegations - environmental - legislative - organisational policy - regulatory

Life cycle may include:	• whole of a particular item/system/process, from identification of a capability need to capability disposal
Records may include:	• databases • files • finance systems • logistics information technology systems • logistics systems • registers • spreadsheets • technical data systems
Materiel sustainment may include:	• the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. • Materiel sustainment may also be referred to as asset management and includes components of sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks
Materiel sustainment activities may include:	• data and information analysis • data and information management • data and information retrieval • identification of data and information • reporting • research
TLIX0059 Contribute to materiel logistics strategies	
Stakeholders may include:	• capability manager • contractors • customers • employees • government agencies • owners • project managers • regulators • subordinates • supervisors • suppliers

Materiel may include:	all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes
Organisational policy and procedures may include:	- Australian Standards - international standards - organisational instructions and standards
Legislation may include:	- regulations related to such matters as export and import licensing, taxes and duties - relevant federal, state/territory and local government legislation and regulations including environmental, sustainability and, certification requirements
Strategies may include:	long-term plans which will guide the organisation in achieving its mission
Product may include:	materials, parts, components, subassemblies, assemblies and equipment. The term product can encompass a family of products. A family of products is defined as all products of the same classification, design, construction, material, type, produced with the same production facilities, processes and quality of material, under the same management and quality controls, but having the acceptable variety of physical and functional characteristics defined and specified in the applicable engineering documentation
Logistics support analysis is:	the process for identifying and analysing the functional supportability requirements consistent with the goals of the integrated logistic support program. Logistic support analysis also describes the process for coordinated development of logistics related task data, and the processing of that data to define logistics resource requirements. Logistic support analysis defines analytical process for the preparation for in-service support and disposal, and the interface with Supportability Assessments (Supportability Test and Evaluation)
Performance indicators may include:	series of measurements/targets for each of the key result areas of the strategies
TLIX0060 Develop and review materiel logistics plans	
Organisational policy and procedures may include:	- Australian Standards - international standards - logistics support analysis principles and processes - organisational instructions and standards

Sources of information may include:	• conceptual documents • contractors • customers • legislation, including environmental, sustainability requirements • managers • peers • plans • policies • publications • reference material • standards • supervisors • suppliers
Standards and legislation may include:	• Australian Standards • international standards • organisational instructions and standards • regulations related to such matters as export and import licensing, taxes and duties • relevant federal, state/territory and local government legislation and regulations, including certification requirements
Costing may include:	• labour • life cycle costs • money • outlay of expenditure • resources • time
Stakeholders may include:	• capability manager • contractors • customers • project managers • regulatory authorities • subordinates • supervisors • regulators • suppliers • team members

Materiel sustainment may include:	the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks
Materiel sustainment plans may include:	- annual support plans - delegations - disposal - facilities - in-service support plans - instructions - manuals - processes - system level sustainment plans - technical data - through life support plans - training - transitional plans
Resource requirements may include:	- financial - information technology applications and tools - infrastructure - personnel - time - transport
Promulgated include:	- authorised - documented - endorsed - issued - published
TLIX0061 Develop materiel logistics processes and procedures	
Stakeholders may include:	- capability manager - contractors - customers - project managers

	• regulators • regulatory authorities • subordinates • supervisors • suppliers • team members
Materiel may include:	• all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes
Legislative requirements may include:	• regulations related to such matters as export and import licensing, taxes and duties • relevant federal, state/territory and local government legislation and regulations including environmental, sustainability and certification requirements
Logistics support analysis is:	• the process for identifying and analysing the functional supportability requirements consistent with the goals of the integrated logistic support program. Logistic support analysis also describes the process for coordinated development of logistics related task data, and the processing of that data to define logistics resource requirements. Logistic support analysis defines analytical process for the preparation for in-service support and disposal, and the interface with Supportability Assessments (Supportability Test and Evaluation)
Materiel sustainment may include:	• the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks
Organisational policy and procedure may include:	• Australian Standards • international standards • logistical support analysis • organisational instructions and standards
Costing may include:	• labour • life cycle costs • money

	• outlay of expenditure • resources • time
Promulgated may include:	• authorised • documented • endorsed • issued • published
TLIX0062 Establish supply chains	
Supply chain may include:	• cash flow • entire cycle from raw materials to producers, component suppliers, manufacturers, wholesalers, third party service providers, retailers, customers and recyclers, freight, distribution • use of open and international supply chain management standards
Organisational policy and procedures may include:	• Australian Standards • international standards • logistics support analysis principles and processes • organisational instructions and standards
Data may include:	• electronic catalogues • electronic data interchange (EDI) • inventory data • logistics databases • product shipment data • real-time warehouse inventory status
Technology requirements may include:	• information technology to smooth the flow of data • radio frequency identification (RFID), barcoding and scanning technology • wireless application protocol (WAP) to allow personnel to access logistics databases via handheld or palm-sized devices
TLIX0063 Formulate materiel logistics strategies	
Materiel may include:	• all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes
Key stakeholders may include:	• capability manager

	• contractors • customers • project managers • regulators • subordinates • supervisors • suppliers
Organisational policy and procedures may include:	• Australian Standards • international standards • integrated logistics support • logistics support analysis • organisational instructions and standards
Legislation may include:	• regulations related to such matters as export and import licensing, taxes and duties • relevant federal, state/territory and local government legislation and regulations, including certification requirements
Costing may include:	• labour • life cycle costs • money • outlay of expenditure • resources • time
Strategic alliances and cooperative ventures may include:	• relatively enduring inter-organisational cooperative arrangements, involving flows and linkages that utilise resources and/or governance structures from autonomous organisations, for the joint accomplishment of individual goals linked to the corporate mission of each sponsoring organisation
Communication channels may include:	• electronic • media • plans • publications • verbal • written
Processes for the evaluation may include:	• balanced score card measures • conformance reports • customer feedback

	• gap analysis • key performance indicators • variance analysis
TLIX0064 Implement and monitor materiel logistics plans	
Sources of information may include:	• contractors • customers • legislation • managers • peers • plans • policies • publications • reference material • standards • supervisors • suppliers
Logistics support plans may include:	• disposal • facilities • finance • obsolescence • technical data • training • transitional plans
Organisational policy and procedures may include:	• Australian Standards • international standards • organisational instructions and standards
Performance indicators may include:	• costs • milestones • production • resources • scheduling • timing
Life cycle may include:	• whole of a particular item/system/process, from identification of a capability need to capability disposal
Compliance requirements may include:	• authority • delegations

	• environmental • legislative • organisational policy • regulatory
Materiel sustainment may include:	• the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Material sustainment may also be referred to as asset management and includes components of sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks
TLIX0065 Maintain technical data and information	
Data and technical information management system may include:	• allocating access/security status • capturing structural and contextual metadata • classifying and indexing items • computer-based, paper-based, microfiche and manual systems • generating and allocating unique identifiers to data items • identifying and recording disposal status items • identifying technical data and information creators • links between technical data and information items • locating and tracking items • naming/titling items • negotiating transfer of custody or ownership • recording the use history of items
Workplace requirements may include:	• arrangements for disposal and archiving of technical data and information • identifying disposal and/or archiving criteria • numbering system or naming conventions for technical data and information • timeframe for processing
Security and access requirements may include:	• intellectual property restrictions • protection of privacy • security restrictions • trade secrets or commercial in confidence information
Monitoring technical data and information which is of direct interest to the business unit may include:	• audit trail or log of users and activity in systems • compliance with access rules • compliance with disposal procedures • correct use of spelling, spacing and numbering

	• data integrity • disparity, sentencing difficulties or gaps in retention and disposal coverage • disputes arising from matters, particularly access questions • failures in tracking or increases in lost items • input of metadata requirements • legal precedents requiring changes to system/s • records of authorisation of destruction • reliability of optical character recognition techniques • retention of records • scanned clarity of images • security • space shortages • storage standards maintenance • volumes of actions or accumulations of records above or below anticipated levels
Authorised systems may include:	• applicable industry and international standards • authorised data technical information management frameworks and systems • engineering management plans (including technical data management plans and configuration management plans) • relevant organisational instructions • relevant technical regulatory framework
Reports may include:	• ad hoc reports • part of a management solution for another support/operational function • regular records management reports • specific reports such as: - defect trends - design support network reviews - engineering delegations - engineering design - engineering instructions and standards - maintenance data - maintenance instructions - system management reports
Format and style of reports may be:	• computer-generated • formal

	• informal • manual
TLIX0066 Manage and monitor catering on deployed operations	
Catering support requirements may include:	• condiment boxes • direct to dinner meals • individually packed meals • preparation of fresh rations • provision of field catering facilities • satellite kitchens • semi-permanent kitchens • temporary kitchens
Catering support planning tools may include:	• feeding matrix • ration plan • staff roster
Catering support equipment may include:	• eating utensils • firefighting equipment • food storage racking • garbage bins • gas cylinders • kitchen washing-up facilities • lifting devices • mobile kitchen • polyurethane (POL) drums and containers • pots, pans and cooking utensils • power generators • refrigerators • storage racks • tentage and flooring • water heating units • water storage drums and containers
Catering facilities may include:	• components of field kitchens may include: - kitchen area - messing area - kitchen washing-up facilities and pots, pans and utensil storage racks - eating utensil wash-up area - refrigeration

	- hot water facilities - food storage area with racking - garbage area - POL storage area - gas storage area - chemical storage area - firefighting equipment area - preparation area - hand-washing area - water storage for kitchen and messing area - identified drop-off and pick-up area - generators and field power distribution system - sullage disposal system • satellite kitchens • semi-permanent kitchens • temporary kitchens
Resources required to meet food safety requirements may include:	• food safety program for the work area which identifies critical control points, control measures and corrective action • personal protective clothing and equipment as required • quality policy, system and procedures • reporting and monitoring systems • review/audit arrangements • work area or system in which quality and food safety practices and procedures are to be monitored
Food safety programs may include:	• a written document that specifies how a business will control all food safety hazards that may be reasonably expected to occur in all food handling operations of the food business • food safety requirements may be specified in general operating procedures • related procedures must comply with legal requirements of the Food Safety Standards and must be communicated to all food handlers
Corrective action may include:	• immediate actions to correct or control the non-conformance by the employment of risk management strategies for food • preventative actions to stop the non-conformance from occurring again, for example: • amending operating procedures/work instructions • checking and repairing equipment • retraining staff

Catering team may include:	• catering supervisors • cooks • food service assistants • stewards
Organisational policies and procedures may include:	• codes of practice • doctrine • instructions • operating manuals • orders • relevant Australian Standards • relevant Commonwealth Acts • operating procedures
Opportunities to reduce waste may include:	• rotating and documenting stock accurately • storing food correctly and securely • use recyclable products • using reusable by-products of food preparation
Cost control procedures may include:	• following recipes accurately • ordering suitable quantities of stock • portion control
Storage of food may include:	• dry goods storage • refrigeration • utensil storage
Waste may include:	• dry waste • grey water waste • wet waste
TLIX0067 Manage and monitor technical data and information systems	
Technical data and information may be:	• as specified and defined in the technical regulatory framework • included either explicitly or implicitly in the established system framework
Approved system framework:	• is established by an approved authority and issued as the basis of all technical data and information management • contains: - high level accountability and functional responsibilities - high level control/management requirements and protocols - key aspects of technical regulatory framework - outline of the structuring rules for repositories, cataloguing systems, security access systems, processes and software

	- protocols on functionality, maintainability and growth - technical context - technologies/standards
Rules may include:	• allocating access/security status • capturing structural and contextual metadata • classifying and indexing items • generating and allocating unique identifiers to data items • identifying and recording disposal status items • identifying technical data and information creators • links between technical data and information items • locating and tracking items • naming/titling items • negotiating transfer of custody or ownership • recording the use of history of items
Measurable performance indicators may include:	• those developed for specific tasks • those incorporated in the data management system • performance indicators that relate to: - disposal (percentage of data, unsentenced data, overdue for disposal action, functions/data not covered by disposal schedules) - parameters for tracking of technical data and information - retrieval and access (security and access rules, response to request time limits, service levels for requests)
Data management responsibilities may include:	• established systems framework • organisation's responsibility and accountability analysis • system's rules, standards and procedures
Identified and documented may include:	• established systems framework • organisation's responsibility and accountability analysis • system's rules, standards and procedures
Means of surveillance may include:	• examination of results (technical data and information) • form/s of reporting • real-time observation (security of process) • statistical reports • selected snapshots of the system
Appropriate authority may include:	• chief executive officer • delegated individual • external public authority • nominated senior management representative

	• senior management team • technical/engineering authority
Monitoring may include:	• number of systems • single data management system
Variation may include:	• increases or decreases in the use of particular technologies/standards • variations from the data management system's performance or capacity • variations within the agreed limit but which are consistent
Reports may include:	• technical data and information capture • technical data and information compliance • technical data and information creation • technical data and information maintenance • technical data and information use
Problems and changes may include:	• changes in administrative changes to functions/activities • changes to organisational structures • legislative or technical regulatory changes • technological change and implementation
Systemic may include:	• current technical data management systems • technical systems (which generate technical data and information) • storage facilities systems • systemic changes which may include: - amendment to the classification system - bulk movement of technical data and information to control - migration of systems - new classification and control language - new disposal classes or retention periods - new organisational or business unit functions
Revisions may include:	• access rules and procedures • classification and indexing schemes • disposal schedules • storage projections and requirements • technical data and information specifications
Recommendations for system amendments may include:	• changes to/enforcement of procedures • counselling of non-conforming individuals/business units • disciplinary action
TLIX0068 Manage configuration management processes	

Sources of information may include:	• contractors • conceptual documents • legislation • managers • peers • plans • policies • publications • reference material • standards • supervisors • suppliers
Organisational policy and procedures may include:	• Australian Standards • international standards • logistical support analysis • organisational instructions and standards
Stakeholders may include:	• capability managers • contractors • customers • project managers • regulators • regulatory authorities • subordinates • supervisors • suppliers • team members
Key performance indicators may include:	• costs • milestones • production • resources • timings • scheduling
Resource processes may include:	• financial • information technology applications and tools • infrastructure • personnel • transport

Legislative requirements may include:	• regulations related to such matters as export and import licensing, taxes and duties • relevant federal, state/territory and local government legislation and regulations including certification requirements
Promulgated may include:	• authorised • documented • endorsed • issued • published
TLIX0069 Manage contracted support services	
Contract obligations may include:	• maintain an open line of communication • provide a safe workplace • provide access to the workplace • provide appropriate facilities • supply adequate resources to undertake work
Risks to the contract may include:	• contractor inability to meet agreements • end user or buyer inability to meet obligations • limited number of suppliers • time limitations or constraints
Contract supervision strategy may include:	• administrative support arrangements • control arrangements • implementation strategy and arrangement for ongoing management and communication • outline of key objectives or mission • performance monitoring arrangements • summary of the current situation
Performance of the contractor is monitored may include:	• file management - audit trail • meeting records and follow-ups • ongoing review of deliverables • regular meetings • stakeholder surveys on performance • tracking milestones
Contract supervision strategy may include:	• action on contract variation • action on under performance • action on workplace grievances • communication strategy • limits of authority

	• strategies for continuous improvement
Contract variation to agreements may include:	• change of scope • dissolution of contracts • negotiation of new terms and conditions • verbal variations, confirmed in writing
TLIX0070 Manage materiel logistics operations	
Sources of information may include:	• conceptual documents • contractors • legislation • managers • peers • plans • policies • publications • reference material • standards • supervisors • suppliers
Stakeholders may include:	• capability manager • contractors • customers • project managers • regulators • regulatory authorities • subordinates • supervisors • suppliers • team members
Materiel may include:	• all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes
Key performance indicators may include:	• costs • milestones • production • resources • scheduling

	• timings
Costing may include:	• labour • life cycle costs • money • outlay of expenditure • resources • time
Legislative requirements may include:	• regulations related to such matters as export and import licensing, taxes and duties • relevant federal, state/territory and local government legislation and regulations including environmental, sustainability and certification requirements
Promulgated may include:	• authorised • documented • endorsed • issued • published
Materiel sustainment may include:	• the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Materiel sustainment may also be referred to as asset management and includes components of sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks
Organisational policy and procedures may include:	• Australian Standards • international standards • logistics support analysis • organisational instructions and standards • through life support
Logistics support analysis is:	• the process for identifying and analysing the functional supportability requirements consistent with the goals of the integrated logistic support program. Logistics support analysis also describes the process for the coordinated development of logistics related task data, and the processing of that data to define logistics resource requirements. Logistics support analysis defines the analytical process for the preparation for in-service support and disposal, and the interface with Supportability Assessments (Supportability Test and Evaluation)
TLIX0071 Manage verification and validation	

Sources of information may include:	• contractors • legislation • managers • peers • plans • policies • publications • reference material • standards • supervisors • suppliers
Verification and validation are:	• generic terms for the complete range of checks that are performed on a system in order to increase confidence that the system is suitable for its intended purpose, it includes: - performance tests - reliability tests - rigorous set of functional tests
Organisational policy and procedures may include:	• Australian Standards • international standards • logistics support analysis • organisational instructions and standards
Stakeholders may include:	• capability manager • contractors • customers • project managers • regulators • regulatory authorities • subordinates • supervisors • suppliers • team members
Materiel may include:	• all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes
Legislative requirements may include:	• regulations related to such matters as export and import licensing, taxes and duties

	• relevant federal, state/territory and local government legislation and regulations including certification requirements
TLIX0072 Organise health support operations	
Health support may include:	• dental care • environmental health support • evacuation (forward retrieval) • medical imaging • nursing care • pathology • primary health care • psych support • resuscitation • surgical care • triage
Health elements may include:	• aeromedical evacuation team • dental team • environmental health team • field pathology team • health assessment team • laboratory team • low/medium/high dependency nursing team • medical imaging team • mortuary team • primary health care team • psych support team • rehabilitation team • resuscitation team • road ambulance evacuation team • ships medical emergency team • surgical team
Preparedness of health element personnel may include:	• competent in generic organisational skills • competent in health care skills • familiar and confident with health element equipment and operating environment • fit and healthy • have an authorised Red Cross card and armband • have appropriate credentials for position

Health support policy and procedure may include:	• health doctrine • health instructions • health policy directives • operating procedures
The principles of health support may include:	• conformity • continuity • control • flexibility • mobility • prevention • proximity
Evacuation planning factors may include:	• airspace command and control • availability and capability of evacuation assets • capacity, location and type of supporting health facilities • casualty exchange points along the evacuation chain • casualty/patient estimates • communication plan • level of expertise of health care personnel • protection afforded to health personnel, casualties, health units, evacuation assets
Evacuation assets may include:	• air/sea support • ambulance • medical equipment • pharmaceutical stores • trained and competent personnel • vehicle adapted for casualty transport
Processes and procedures may include:	• check points/rendezvous points/way points • forward positioning of evacuation assets • in-vehicle communications • navigation aids • pre-departure briefing • route clearances • standard operation procedures • tasking information sheet • use of casualty exchange points
Evacuation support may include:	• casualty retrieval • casualty transport

	• compilation of evacuation records • en route care • handover • management of casualty property and effects • on-site care
Reception and despatch may include:	• handover of the casualty to other evacuation modes • liaison with the mode of evacuation • movement to and from the despatch point via ambulance • transfer to the other evacuation mode
Other evacuation modes may include:	• boat/ship • fixed wing aircraft • rotary wing aircraft
Patient tracking may include:	• identification • issuing notifications • maintaining a record of these occurrences • providing updates • reporting epidemiological morbidity data • reporting on admission • reporting on discharge
Health record may include:	• health reports and returns • health treatment statistics • medical records • patient administrative information
Health logistics may include:	• blood • general logistic support (supply, transport, waste) • health support services (maintenance, catering) • mortuary affairs • pharmaceuticals
Health related reports and returns may include:	• casualty notification • epidemiological morbidity data • incident report • patient holding • situation report • stock holdings
TLIX0073 Organise supply support on deployment	
Local procurement may include:	• the manufacture of items

	the purchase of standard, readily available, commercial items or services
Deployment input to central procurement may include:	- earmarks - equipment pools - operating stock - reserve stock - stockholding levels - usage rates
Arrangements for the distribution and delivery of stock may include:	- aerial delivery points - caching - direct delivery - distribution points - dumping - exchange points - unit collection
Functional components of a warehouse may include:	- administration - issues area - receipt area - stock - storage area
Consideration for siting may include:	- access - cover and concealment - drainage - facilities and infrastructure - hard-standing - security - size - terrain
The principles of warehousing may include:	- effective stock control measures - efficient use of space - logical workflow (one direction) - management of information - maximise the labour force - maximum use of available capacity - minimal internal movement - minimal stock handling - minimise the time to effect transactions

	• safety and security
Stock location methods may include:	• checkerboard method • matrix method • row and module method
Storage principles may include:	• maintenance requirements • density • height • stock characteristics • transaction rate • standard and non-standard items • stock classification: • oversized stock • palletised stock • shelf stock • bin stock • draw stock • hazardous stock • sensitive stock
Material handling equipment may include:	• forklift • pallet jack
TLIX0074 Organise the deployment and delivery of logistics support	
Technical and functional siting considerations may include:	• access • cover and concealment • drainage • facilities and infrastructure • hard-standing • size • terrain
Logistic element may include:	• catering • health • maintenance • supply • transport
TLIX0075 Plan and organise road transport operations	
Route reconnaissance may be conducted by:	• using local knowledge • inspection by air recon over an area • inspection by surface transport

	• using maps, charts, aerial photographs
Vehicle discipline may include:	• distance between vehicles • modes of communication • noise • speed • use of controls • use of light • vehicle movement
The considerations when planning vehicle movement and tasking may include:	• climate • driver availability • handling of loads • loads to be carried, including compatibility issues in regard to dangerous goods and/or ammunitions • method of movement • method of operation • road network • route • route capacity • support vehicles • tactical situation • terrain • time • use of vehicle capacity • vehicle availability • vehicle types
Route information may include:	• assembly areas, including laying up points and turnaround areas • bridges, fords, waterways, tunnels and culverts • critical points • driving time and condition between points • harbour and staging areas • likely effect of weather conditions en route • likely long halt locations and reporting points • obstacles • other potential routes • road width and capacity • state of repair or construction en route
TLIX0076 Plan logistics support for deployed operations	

Limitations and constraints may include:	• access to ports, loading areas, lifting equipment • access to resupply of fuel, water, food • quarantine restriction • restrictions imposed by management • restrictions on movement • the requirement to maintain a reserve of capacity or capability
Critical facts and assumptions may include:	• availability of local resources • composition of own resources • distance • load capability of roads • location and condition of key equipment • turnaround time
Operating environment may include:	• availability of local resources • movement corridors and routes • the location and capability of handling equipment • the terrain and climate
Operational factors may include:	• any arrangements for the provision of supplies and services • availability of local resources • effects of terrain and climatic conditions on personnel and material • expected losses and delays within the logistic network and distribution system through adverse weather, fire or other hazards • mission essential equipment • operational period • predicted need to relocate stocks during deployment • predicted usage rates • repair policy, including preventive maintenance requirements for material in stock • service level required at each line of stockholding
Logistic factors may include:	• availability of lifting/loading equipment and trained workforce required to provide supply support to the stock • availability of suitable areas, infrastructure and facilities • engineering effort necessary to enhance the logistic network and provide for storage facilities • movement lead time between the home location and operating area • planned frequency of replenishment • potential variability of usage rates • probability of delays in either procurement or delivery

	• transport lift capacities available
TLIX0077 Provide specialist configuration management advice	
Advice may be:	• ad hoc • by request • formal or informal • verbal or written • and may include advice relating to: - acquisitions - disposal - environmental, sustainability issues - in-service support - inspections - policy implementation - staff processes - technical manual development - trials and interoperability - transitional planning - transport
Ethical and practical guidelines must:	• comply with professional codes of practice (as applicable)
Resources may include:	• financial • information technology applications and tools • infrastructure • personnel • time
TLIX0078 Provide specialist materiel logistics advice	
Advice may be:	• ad hoc • by request • formal or informal • verbal or written • and may include advice relating to: - acquisitions - disposal - environmental and sustainability issues - inspections - in-service support - policy implementation

	- staff processes - technical manual development - trials and interoperability - transitional planning - transport
Ethical and practical guidelines must:	• comply with professional codes of practice (as applicable)
Resources may include:	• financial • information technology applications and tools • infrastructure • personnel • time
Materiel sustainment may include:	• the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimised life cycle cost. Materiel sustainment may also be referred to as asset management and includes components of sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks