



Australian Government

TLII0009 Provide a service to rail customers

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Modification History

Release	Comments
1	This unit of competency was first released in TLI Transport and Logistics Training Package Release 18.0.

Application

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

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

The unit applies to individuals preparing for entry-level employment, further education and training, or working in customer-facing and operational support roles within the rail industry.

Licensing/Regulatory Information

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

Pre-requisite unit(s)

Not applicable.

Competency field(s)

Not applicable.

Unit sector(s)

Rail Sector.

Elements and Performance Criteria

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

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

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

Foundation Skills

Foundation Skills essential to successful completion of this unit are mapped to the Australian Core Skills Framework (ACSF) and the European Digital Competence Framework (DigComp 3.0). Further information is available in the TLI Training Package Foundation Skills Companion Volume.

Assessment Requirements for TLII0009 Provide a service to rail customers

Performance Evidence

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

Evidence must demonstrate the ability to:

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

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

Knowledge Evidence

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

- range of roles in the rail/light rail industry which include contact with the travelling public
 - types of internal customers:
 - other customer service areas within the same accredited rail operator network
 - other operational areas, departments, divisions within the same accredited rail operator network
 - contractors engaged by the accredited rail operator
- types of external customers:
 - persons using metropolitan, regional and/or interstate rail/light rail travel services (passengers)
 - individuals/enterprises/businesses/government department/agencies using rail/light rail metropolitan, regional and/or interstate freight services
 - other accredited rail/light operators seeking service advice e.g. information on interconnecting services
 - examples of service needs/provisions to the internal customer
 - examples of the services needs/provision to the external customer
- elements that contribute to the provision of quality customer service:
 - interpersonal skills such as eye contact, showing interest, active listening
 - escalating customer's need/concern if beyond own area of responsibility
 - seeking feedback from customer
 - features of rail operator customer service policy and procedures
- key policy features for assisting rail users with special needs:
 - sight impaired person (with or without a guide dog)
 - person in a wheelchair
 - person with a walking frame or using crutches
 - very senior citizen
 - disabled person
 - person with infants/young children
- personal presentation/dress code for a rail customer service role:
 - clean, pressed regulation uniform and clean footwear
 - high visibility vest (if required) and name tag

- trimmed/combed hair
- personal hygiene e.g. cleanliness
- wearing of jewellery and sunglasses

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

- types of unruly behaviour that may present on a carriage/tram:
 - alcohol/drug affected passenger
 - loutish behaviour in carriage or on the platform
 - passenger making unwanted contact with another passenger
 - rail emergency procedures and emergency response plans
 - documentation/reporting requirements for rail incident/hazards

Assessment Conditions

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

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

Resources for assessment include:

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

Unit Mapping Information

Links

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

