

Learner Guide

RTO	RTO Name	Urban E-Learning
	RTO Number	31973

Unit of competency	Code	TLIF0002
	Title	Administer chain of responsibility policies and procedures
	Version	Release 1
UEL Course Name		Chain of Responsibility – Level 2

Contents

Purpose	2
Instructions to the Learner	2
Assessment Techniques	2
Evidence Mapping Summary	4
Assessment Instructions	8
Assessment Conditions.....	8
Required Resources	9

Purpose

The purpose of this guide is to provide information and assistance to help you successfully complete the assessments for this unit, TLIF0002: Administer chain of responsibility policies and procedures.

Target groups for this unit are learners within a supervisory or frontline management role within the transport and logistics industry. Learners may be from a range of age groups, gender identities and cultural and socioeconomic backgrounds.

Instructions to the Learner

You will be provided with access to the assessment upload facility to complete some of the assessments for this unit (which assessments will depend on your chosen assessment completion method e.g. in-session or after-session; you will decide on the method prior to attending the training session). Note the written workbook assessment element will always be done in session as it is completed in conjunction with the training slides.

Where necessary, you may be able to submit a request for a reasonable adjustment to the assessment instrument. Each request for a reasonable adjustment will be reviewed by Urban E-Learning, the Registered Training Organisation (RTO) and a response provided to the learner. All access, equity and anti-discrimination requirements will be adhered to throughout the assessment program.

Once you have submitted assessment responses and/or evidence, it will be reviewed by our assessment team to determine your competence against the unit requirements. Learners that do not pass an assessment on the first attempt are able to resubmit the assessment after receiving specific feedback from the assessor. To be deemed competent in this unit, you are required to achieve a satisfactory result for each assessment.

You will require sound English language skills in order to complete the assessments. Support to assist learners to meet those requirements will be negotiated between the learner and the assessor (as necessary). LLN/ESL programme information is provided to learners that do not meet the minimum competency standards required for the Verbal Assessment and Urban E-Learning (the RTO) will ask for validated record/s of attendance from a recognised ESL/LLNP provider prior to holding the final assessment in this case (within 12 months from registration).

Assessment Techniques

Summative assessment of learning involves an evaluation of the evidence you provide in order to determine if you meet the required standard to achieve the unit of competency. Formative assessment is used to determine whether learners have achieved the learning outcomes prior to undertaking summative assessment, and Competency based assessment focuses on the learner's ability to perform work-based tasks to an acceptable industry standard as described by the unit of competency. You will be either issued a 'Competent' or 'Not Yet Competent' result for the entire unit based on the review of all of your assessments.

Below is an outline of the assessment process used to determine learners' competency in this unit, TLIF0002: Administer chain of responsibility policies and procedures.

Assessment Instrument	Method of assessment	Requirements
1 – Written Assessment	Responses will be written during the session and submitted as a hardcopy	The learner is provided with a series of questions which require a short written answer surrounding a case study situation to test of the learner’s knowledge and understanding of the performance criteria. Learner responses will be used to demonstrate the ability to ‘identify’, ‘explain’ and ‘understand’ criteria related to specific job roles.
2 – Verbal Assessment	Responses are submitted verbally to the assessor or via phone	The learner is asked a series of questions by the assessor and is required to provide a verbal response. This assessment tests the learner’s ability to verbally communicate with others and report hazards and breaches.
3 – Practical Assessment	Responses may be submitted via written hardcopy or online via the assessment upload facility	The learner will complete sample workplace documents to test their ability to complete workplace CoR documents to a satisfactory level and prepare reports relating to breaches of CoR..
4 - Third Party Observation Report	Responses are uploaded online via the assessment upload facility	A third party observation report will be completed by an appropriate person in the learner’s workplace to provide evidence of the learner’s ability to perform the required tasks to a satisfactory level over a period of 4 weeks. This is used by the assessor to determine the learner’s competence with unit requirements.

Evidence Mapping Summary

TLIF0002: Administer chain of responsibility policies and procedures

Element	Performance Criteria	Assessment Technique			
		Written	Practical	Verbal	3 rd Party
1. Explain chain of responsibility features in the Heavy Vehicle National Law and regulations or applicable state/territory law and regulations	1.1 Principal obligations relating to chain of responsibility in the Heavy Vehicle National Law (HVNL) and regulations or applicable state/territory law and regulations are identified	✓			
	1.2 Principal duties of each party in the chain of responsibility as outlined in the HVNL and regulations or applicable state/territory law and regulations are explained	✓			
	1.3 Breaches and penalties for each party for failure to comply with chain of responsibility as outlined in the HVNL and regulations or applicable state/territory law and regulations are explained	✓			
	1.4 Reasonable steps to be followed by each party to comply with chain of responsibility as outlined in the HVNL and regulations or applicable state/territory law and regulations are explained	✓			
2. Administer chain of responsibility requirements in the Heavy Vehicle National Law and regulations or applicable state/territory law and regulations	2.1 Workplace policies, procedures and other documents that include chain of responsibility as it applies to responsibilities of own job role are identified and explained	✓			
	2.2 Methods and requirements to ensure management of speed and fatigue are explained	✓	✓		
	2.3 Methods to calculate vehicle dimension and mass limits are explained	✓	✓		
	2.4 Methods to ensure loads are secured are explained	✓	✓		
	2.5 Workplace documents relating to chain of responsibility are completed and processed to workplace requirements	✓	✓		✓

Element	Performance Criteria	Assessment Technique			
		Short Answer	Verbal	3 rd Party	Short Answer
3. Administer and monitor chain of responsibility workplace policies and procedures	3.1 Workplace policies and procedures relating to chain of responsibility are applied within the scope of responsibilities of own role	✓	✓		✓
	3.2 Workplace policies and procedures relating to chain of responsibility and any associated changes are communicated to all staff			✓	✓
	3.3 Application of workplace policies and procedures relating to chain of responsibility is monitored to ensure compliance with requirements			✓	✓
	3.4 Appropriate action is taken when non-compliances with chain of responsibility requirements are identified	✓	✓	✓	
4. Identify and report chain of responsibility breaches	4.1 Chain of responsibility breaches are identified and investigated, and appropriate rectification action is taken	✓	✓		
	4.2 Workplace and industry practices for reporting chain of responsibility breaches are identified and followed	✓	✓	✓	

Assessment Requirements	Assessment Technique			
	Short Answer	Verbal	3 rd Party	Practical
Performance 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:				
Applying chain of responsibility obligations relating to own job role on a minimum of three occasions	✓		✓	✓
Applying and monitoring workplace policies and procedures relating to chain of responsibility in a supervisory role for a minimum of four weeks			✓	✓
Preparing reports of chain of responsibility breaches on a minimum of three occasions, each about a different type of breach.		✓		
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:				
Action required when possible breaches of the chain of responsibility are identified	✓	✓		✓
Consequences of non-compliance with the chain of responsibility	✓	✓		
Roles including: <ul style="list-style-type: none"> • Duties within the individual’s own role • Duties performed by others under the individual’s supervision • Duties that influence or direct other parties in the chain of responsibility 	✓			
Methods and requirements to ensure management of fatigue, speed, load restraint, mass and dimension	✓	✓		

Assessment Requirements	Assessment Technique			
	Short Answer	Verbal	3 rd Party	Practical
Parties in the chain of responsibility including: <ul style="list-style-type: none"> • Consignors and consignees • Drivers/owner drivers • Employers, prime contractors and operators • Loaders • Loading managers • Packers • Parties in the extended liability provisions of the HVNL and regulations or applicable state/territory law and regulations • Schedulers 	✓			
Principal obligations relating to chain of responsibility in the HVNL and regulations or applicable state/territory law and regulations including: <ul style="list-style-type: none"> • Consideration of traffic conditions in managing speed and fatigue • Extended liability • Fatigue, work and rest times • Securing loads • Vehicle dimension and load limits 	✓			
What constitutes a duty, a reasonable step, a breach and a penalty to chain of responsibility regulations as they apply to a range of job roles	✓			
Where to locate current chain of responsibility information	✓			
Workplace policies and procedures around chain of responsibility for own job role and the range of job roles for which own job role is responsible.	✓			

Assessment Instructions

For the Written Assessment, you will be provided with a series case studies and questions that you must provide a written response for. The responses must be in your own words, be succinct and address the question in full. Once submitted, the Assessor will review your answers and provide feedback for incorrect responses (if required) or a pass result if all responses are correct.

For the Verbal Assessment, you will be asked a series of questions by one of our assessors (either during the training course or afterwards via telephone, Skype etc.); you must provide a verbal response for each question. The responses must be in your own words, be succinct and address the question in full. As each question is answered, the assessor will either provide feedback for incorrect responses and the option to provide a new response (if required) or a pass result for each question and a pass result for the assessment instrument in full at the end (if all responses are correct).

For the practical assessment you will be required to complete example documentation related to your job role based on a series of scenarios. Once submitted, the Assessor will review your responses and provide feedback for incorrect documents (if required) or a pass result if all documents are correct.

Lastly, you will need to submit a third party observation report (via the learning management system) which will be completed after the training session, by an appropriate person who can observe you at your workplace for a period of 4 weeks; all sections must be completed in full and the document must be signed by both yourself and the observer. Once submitted, the assessor will review and provide feedback for incorrect sections (if required) or a pass result if all sections are correct.

Assessment Conditions

All assessments are to be undertaken individually. Learners may access learning materials in order to respond to the questions. Unless specified within the question(s), there is to be no input from a third party for any assessment responses.

Required Resources

Learners will require:

- Access to a computer (preferred operating system is Windows or Mac) with:
 - An internet connection (preferred connection is broadband)
 - A web browser (preferred browsers are Internet Explorer 8+ or Mozilla Firefox or Google Chrome latest versions)
 - JavaScript enabled
 - Pop-up blockers disabled
- Access to the assessment upload facility
- Access to an appropriate workplace in which the third party observation report can be completed.

Learners may also require:

- Access to a phone (or Skype) – for those completing the verbal assessment after the training session
- Access to the online course material to reference while providing responses
- Access to urban e-learning support for any technical, login or general support or questions
- Access to the assessor via phone, email or live chat for any assessment or general support queries

All other learner resources (such as training guides, presentation slides etc.) are provided by Urban E-Learning for face-to-face training sessions.

Learner Guide	Developed and approved by	Urban e-Learning Pty Ltd
	Date completed or updated	04/04/2017
	Date for review	03/04/2018
Document reference		COR2/INF/00015-1