

A dark blue banner with a white arrow pointing right on the left side. The text "Public Transport SA Training" is written in white, bold, sans-serif font.

Public Transport SA Training

TLI22321 Certificate II in Rail Customer Service

Training Overview: Passenger Service Assistant

As an employee our foremost priority is to ensure you are provided with the skills and support you require to complete your role with confidence. Where possible, training programs will be delivered in line with Nationally Accredited training. This has been arranged to create formal structure around your learning and to support you with your future career prospects. To assist us to understand your learning needs and provide the appropriate support, you will also participate in a review of your current language, literacy, numeracy and digital skills.

Entry Requirements

This qualification is for a person employed as a Passenger Service Assistant.

Credit Transfer (CT) and Recognition of Prior Learning (RPL)

If you have previously completed training in this field and you would like to apply for credit transfer or Recognition of Prior Learning, please submit your records of training prior to commencement so credit transfer or RPL may be applied for where possible.

Duration

All classroom training will be delivered as a block (in succession) when you commence in your role. Final assessments will be scheduled after successful completion of workplace mentoring and Customer Service experience - approximately 12-18 months.

Location

Locations will vary from classroom theory sessions to practical assessments being conducted on the job at rail stations around Adelaide.

Public Transport SA Training

In the role of **Passenger Service Assistant**, you will be undertaking the following **Nationally Accredited** units making up the **TLI22321 Certificate II in Rail Customer Service**.

The qualification consists of 12 units of competency; 7 core units and 5 elective units.

Core Units	
TLIB3118	Apply awareness of railway fundamentals
TLIE0002	Process workplace documentation
TLIE1003	Participate in basic workplace communication
TLIE2007	Use communications systems
TLIF0025	Follow work health and safety procedures
TLIG0003	Work effectively with others in a team
TLII3022	Provide customer service in rail operations

Elective Units	
TLID0020	Shift materials safely using manual handling methods
TLIF0008	Apply safety critical communications in the rail environment
TLIF2006	Apply accident-emergency procedures
TLIF2010	Apply fatigue management strategies
TLII0007	Provide assistance to customers with specific needs

Your training program will also cover the following unit of competency. A separate Statement of Attainment will be issued immediately after completion and a copy uploaded to your Rail Safety Worker card.

TLIF0020	Safely access the rail corridor (supplementary to qualification)
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