Australian Government

TLIB2090 Use communication systems in a taxi

Release: 1

TLIB2090 Use communication systems in a taxi

Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to use taxi cab communications systems by applying established communications principles and practices for taxi drivers.

It includes identifying features of taxi communications system and operating it effectively, using appropriate communications protocols and communicating with a base. It also includes identifying faulty communications equipment operation and taking appropriate action, and using technical and colloquial language and vocabulary in day-to-day communications.

Communication systems are used in accordance with codes/regulations and workplace requirements relevant for using taxi communications systems in the taxi industry.

Safety checks and equipment tests are performed with limited or no supervision, and with full accountability and responsibility for self and others in achieving the prescribed outcomes.

This unit meets part of the certification requirements for obtaining taxi driver accreditation. As requirements may vary between states and territories, people seeking taxi accreditation should contact their state/territory taxi regulator.

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Identify features of taxi communications system

1.1 Features and functions of taxi radio system are identified

1.2 Features and functions of taxi computer dispatch system are identified

1.3 Features and functions of taxi duress alarm system are identified

2 Operate taxi communications system

2.1 Checks are carried out to confirm communications system is operational in accordance with manufacturer instructions and workplace procedures

2.2 Communications system is used in a manner consistent with road laws and safe driving practices

2.3 Communications security is maintained in accordance with workplace procedures

3 Use appropriate communications protocols

3.1 Received messages are interpreted and recorded as required in accordance with workplace procedures

3.2 Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users

3.3 Incoming messages are received and are answered promptly and courteously within operating procedures and regulatory requirements

3.4 Clear, unambiguous vocal communication is used in accordance with operating procedures, language requirements and codes

3.5 Appropriate protocols and procedures are followed when using communications systems in emergencies

4 Maintain communications equipment operational status

4.1 Equipment is checked and monitored in accordance with workplace procedures

4.2 Minor faults in communications systems are identified, diagnosed and repaired or reported in accordance with workplace procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIB2090A Use communication systems in a taxicab.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851