



Australian Government

TLIC2040 Provide wheelchair accessible taxi services to passengers with disabilities

Release: 1

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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 operate wheelchair accessible taxis used to transport people with disabilities, in varying driving contexts.

It includes carrying out pre-operational checks of the taxi and its ancillary equipment, communicating effectively with passengers, securing passengers and ancillary/mobility equipment, providing appropriate support to passengers during their journey, and manoeuvring the taxi with due consideration of the passenger's disability.

This unit applies to all taxi drivers who are authorised to drive a wheelchair accessible taxi. Work involves transferring passengers and applying the aid of equipment/appliances to do this.

Driving is 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 or territory taxi regulator.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

essential outcomes.

demonstrate achievement of the element.

1 Carry out pre-operational checks on taxi

- 1.1 Pre-operational checks for taxi and its associated ancillary equipment are carried out in accordance with manufacturer requirements, government regulations and workplace policies and procedures
- 1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures

2 Communicate effectively with passengers

- 2.1 Appropriate communication methods are selected and used to meet the requirements of passengers with disabilities
- 2.2 Appropriate and effective verbal and non-verbal communication skills are used including appropriate body language and language style
- 2.3 Effective listening skills are applied
- 2.4 Questions are used to gain appropriate information

3 Assist passengers into and out of a taxi in a manner suited to their disability

- 3.1 Passenger characteristics are identified and taken into account when determining appropriate assistance into and out of a taxi
- 3.2 Hazards are identified, risks are assessed and control measures are implemented
- 3.3 Compatibility of passenger mobility device with taxi loading, anchoring and carrying equipment is assessed in accordance with regulations
- 3.4 Passengers are assisted into and out of a taxi, in accordance with regulations and workplace safety requirements
- 3.5 Passengers and their mobility device/wheelchair are secured safely in accordance with taxi and equipment specifications and regulations
- 3.6 Taxi equipment is operated and stowed in accordance with company procedures and manufacturer instructions
- 3.7 Ancillary equipment is stowed safely in taxi in accordance with relevant regulations
- 3.8 Passengers are picked up and set down in a safe and efficient manner, taking into account suitable locations and safe use of equipment
- 3.9 Relevant work health and safety (WHS)/occupational health

- and safety (OHS) requirements and passenger welfare are considered
- 4 Drive a taxi used by passengers with disabilities**
- 4.1 Ongoing support is provided to passengers to maximise their travelling comfort
- 4.2 Taxi is driven safely in accordance with regulations for the class of vehicle involved
- 4.3 Taxi is driven in accordance with road and traffic conditions and with due consideration to any required precautions related to passenger disability and relevant government regulations
- 4.4 Signs or indicators are fixed to taxi as required
- 4.5 Documentation/transactions relevant to providing the taxi subsidy scheme is completed
- 5 Plan and organise daily work activities**
- 5.1 Workload is assessed and prioritised
- 5.2 Daily routine is planned to take into account work schedules and network/communication bookings
- 5.3 Clarification of requirements of tasks is sought as required
- 5.4 Achievable time and other performance measures are agreed
- 5.5 Tasks are completed and variations to plan are identified and reported
- 6 Apply ethical behaviour**
- 6.1 Ethical behaviour is applied to ensure any form of sexual harassment, physical or mental abuse, intimidation towards passengers with disabilities or fraudulent behaviour does not occur
- 6.2 Behaviour is applied that does not allow for any form of discrimination

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 TLIC2040A Provide wheelchair accessible taxi services to passengers with disabilities.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>