



Australian Government

Assessment Requirements for TLII0006 Provide taxi customer service

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.

Performance Evidence

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

- applying relevant legislation, codes of practice and workplace policies and procedures for customer service practices in a taxi
- communicating effectively with customers
- dealing with customer complaints and taking steps to avoid them
- ensuring requirements for customers with specific needs are being met
- identifying difficult customer situations and applying problem-solving techniques and conflict resolution skills
- maintaining dress code and personal grooming to a professional standard
- recognising and valuing diversity towards passengers and other road users
- selecting and using appropriate communication techniques.

Knowledge Evidence

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

- effective customer service techniques, including:
 - active listening
 - appropriate language style and tone of voice
 - conversing with and understanding requirements of people with disabilities
 - giving customers full attention
 - maintaining eye contact (for face-to-face interactions)
 - recognising diversity
 - speaking clearly and concisely
- personal presentation requirements
- problems that can occur when providing taxi services to customers and related solutions
- relevant work health and safety (WHS)/occupational health and safety (OHS), equal

- opportunity and anti-discrimination procedures and guidelines
- relevant workplace policies and procedures for quality customer service.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

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 work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

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