



Australian Government

Department of Education, Employment and Workplace Relations

TLIC2040A Provide wheelchair accessible taxi services to passengers with disabilities

Release: 1

TLIC2040A Provide wheelchair accessible taxi services to passengers with disabilities

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate wheelchair accessible taxis used for the transport of people with disabilities. It includes carrying out pre-operational checks of the vehicle 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 vehicle with due consideration of the passenger's disability. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit

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This unit applies to all taxi drivers who are entering the role of drivers of wheelchair accessible taxis. Work involves transferring passengers, and applying both manual loading and unloading with the aid of equipment/appliances. The work involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle conveying people with disabilities in varying driving contexts. Transporting passengers with disabilities must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority. Driving is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Carry out pre-operational checks on vehicles	<p>1.1 The pre-operational checks for the vehicle and its associated ancillary equipment are carried out in accordance with manufacturers requirements, government regulations and workplace policies and procedures</p> <p>1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures</p>
2 Communicate effectively with passengers	<p>2.1 Appropriate communication methods are selected and used to meet the requirements of passengers with disabilities</p> <p>2.2 Appropriate and effective verbal and non-verbal communication skills are used including appropriate body language and language style</p> <p>2.3 Effective listening skills are demonstrated</p> <p>2.4 Questions are used to gain appropriate information</p>
3 Assist passengers into and out of the vehicle in a manner suited to their disability	<p>3.1 Passenger characteristics are identified and taken into account when determining appropriate assistance into and out of the vehicle</p> <p>3.2 Compatibility of passenger's mobility device and vehicle's loading, anchoring and carrying equipment is assessed in accordance with regulations</p> <p>3.3 Passengers are assisted into and out of the vehicle, demonstrating compliance with loading regulations and workplace safety requirements</p> <p>3.4 Passengers and their mobility device/wheelchair are secured safely in accordance with vehicle and equipment specifications and regulations</p> <p>3.5 Vehicle equipment is operated and stowed in accordance with company procedures and manufacturers instructions</p> <p>3.6 Ancillary equipment is stowed safely in vehicle following relevant regulations</p> <p>3.7 Passengers are picked up and set down in a safe and efficient manner, taking into account suitable locations and safe use of equipment</p> <p>3.8 Relevant OH&S and passenger welfare is considered</p>
4 Drive a vehicle used by passengers with disabilities	<p>4.1 Ongoing support is provided to passengers to maximise their travelling comfort</p> <p>4.2 The vehicle is driven safely in accordance with the regulations for the class of vehicle involved</p> <p>4.3 The vehicle is driven in accordance with road and traffic conditions with due consideration to any required precautions related to the disability of the passengers and relevant government regulations</p> <p>4.4 Signs or indicators are fixed to the vehicle if required</p> <p>4.5 Documentation/transactions relevant to the provision of the taxi</p>

ELEMENT

PERFORMANCE CRITERIA
subsidy scheme is completed

ELEMENT	PERFORMANCE CRITERIA
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 when appropriate 5.4 Achievable time and other performance measures are agreed 5.5 Tasks are completed with variations to plan identified and reported
6 Apply ethical behaviour	6.1 Ethical behaviour is applied that avoids any form of sexual harassment, or physical or mental abuse, or intimidation towards passengers with disabilities

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations and licence requirements of the relevant state/territory road traffic authority including the need to give priority to wheelchair passengers
- Equal opportunity/anti-discrimination legislation
- Relevant OH&S and environmental procedures and regulations
- Procedures and protocols for the provision of wheelchair accessible taxi services to customers
- Customer service policies and procedures
- Typical problems that can occur when providing wheelchair accessible taxi services to customers, and related appropriate action that can be taken to prevent or solve them
- Sources of information and documentation needed when providing wheelchair accessible taxi services to customers
- Characteristics of various disabilities: intellectual/physical, congenital/acquired
- Characteristics of permanent/temporary and multiple disabilities including (singularly or multiple): cerebral palsy, spina bifida, multiple sclerosis, paraplegia, quadriplegia, muscular dystrophy, epilepsy, arthritis, diabetes, asthma, psychological disabilities, visual/hearing impairment, intellectual disabilities
- Various types of mobility aids that cannot be secured safely in wheelchair accessible taxis
- Alternate transport modes if mobility aids cannot be safely secured in a wheelchair accessible taxi vehicle
- Passengers that cannot be seated in or on certain mobility aids whilst in transit
- Etiquette/protocols for interacting with passengers with disabilities

REQUIRED KNOWLEDGE AND SKILLS

- Vehicle operational checks
- Methods of securing a range of wheelchair/mobility devices and passengers with various disabilities
- Procedures to be followed in the event of a driving emergency
- Taxi transport subsidy scheme bookings and fare concessions
- Vehicle and ancillary equipment controls, instructions and indicators and their use
- Duty of care responsibilities when transporting passengers with disabilities

Required skills:

- Communicate effectively with others when providing wheelchair accessible taxi services to customers
- Read and interpret instructions, procedures, information and signs relevant to the provision of wheelchair accessible taxi services to customers
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision wheelchair accessible taxi services to customers
- Operate electronic equipment to required protocol
- Work collaboratively with others when providing wheelchair accessible taxi services to customers
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Implement contingency plans for unanticipated situations that may occur when providing wheelchair accessible taxi services to customers
- Promptly report and/or rectify any identified problems that may arise when providing wheelchair accessible taxi services to customers, in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Apply relevant codes of practice and legislative requirements
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Select and use required personal protective equipment conforming to industry and OH&S standards

Required skills:

- Assess risks and hazards when assisting passengers with disabilities into and out of the vehicle
- Take precautions to control risk when assisting passengers with disabilities into and out of the taxicab
- Ability to safely use manual handling techniques and to operate loading equipment
- Apply techniques for manoeuvring and driving vehicles transporting passengers with disabilities
- Monitor traffic and road conditions
- Conduct pre-operational checks on vehicle and ancillary equipment and take related action
- Apply fatigue management knowledge and techniques
- Monitor performance of taxicab and its equipment and take appropriate action where required

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - exercising all required safety precautions and procedures during loading, unloading and driving operations
 - assisting passengers into and out of the vehicle in accordance with workplace procedures
 - securing passengers for safe transport in accordance with relevant standards and procedures
 - maintaining the comfort and dignity of passengers with disabilities
 - providing customer service and working effectively with others
 - carrying out pre-operational checks on vehicles used by passengers with disabilities
 - identifying driving hazards and using appropriate defensive driving techniques
 - following safe handling procedures for vehicles used by passengers with disabilities

EVIDENCE GUIDE

- recognising and adapting ethical behaviour that avoids any form of sexual harassment, or physical or mental abuse, or intimidation towards passengers with special needs
 - following emergency procedures when required
 - monitoring and maintaining vehicle performance and its effect on the environment
 - reporting and/or rectifying any identified vehicle faults or malfunctions in accordance with manufacturers instructions
 - applying procedures for taxi subsidy scheme bookings and payments
 - completing workplace documentation
 - participating in a range of interactions with passengers with disabilities
 - following OH&S regulations and legislation
- Context of and specific resources for assessment**
- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
 - Resources for assessment include:
 - a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
 - participation in a range of interactions with passengers with a range of disabilities
 - drive and operate a vehicle used to transport passengers with disabilities in a range of operational situations - this is not to be done in a simulated environment
 - In both real and simulated environments, access is required to:
 - relevant and appropriate materials and/or equipment, and/or
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
- Method of assessment**
- Assessment of this unit must be undertaken by a registered training organisation
 - As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
 - Practical assessment must occur:

EVIDENCE GUIDE

- through appropriately simulated activities at the registered training organisation, and/or
- in an appropriate range of situations in the workplace
- practical assessment must occur using a wheelchair accessible taxi or taxi approved by the state regulations

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Pre-operational checks may include:

- visual check of vehicle and ancillary equipment
- checking compatibility of mobility devices and vehicle loading, anchoring and carrying equipment
- checking and topping up fluid levels
- checking tyre pressure
- checking operation of vehicle lights and indicators
- checking brakes before moving vehicle

Ancillary equipment may include:

- ramps
- hoists

Workplace procedures may include:

- company policies and procedures
- established workplace procedures

Passengers may have a range of disabilities which may involve:

- intellectual/physical disability
- congenital/acquired disability
- permanent/temporary disability

Assistance into and out of the vehicle, picking up, setting down and transporting of passengers may include:

- operations conducted during the day or night
- in all weather conditions
- different terrain and road surfaces

Vehicle handling procedures must include:

- starting a vehicle
- steering and manoeuvring a vehicle
- accelerating and braking
- reversing a vehicle
- operating the controls, instruments and indicators of the vehicle and the ancillary equipment
- using defensive driving techniques

RANGE STATEMENT

Driving hazards may include but are not limited to:

- managing vehicle blind spots and height restrictions
- managing engine performance and its effect on the environment
- 'unstable' passengers
- wet and iced roads
- road damage
- bridge/tunnel damage
- road works
- oil on road
- animals and objects on road
- road closures for special events such as marches, parades
- holiday traffic
- road closures for utility works such as electricity, water, sewerage, telecommunications, gas
- foggy conditions

Unit Sector(s)

Not Applicable

Competency Field

Competency Field C - Vehicle Operation