



Australian Government

Department of Education, Employment and Workplace Relations

TLIC3011A Transport passengers with disabilities

Release: 1

TLIC3011A Transport passengers with disabilities

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate vehicles used for the transport of people with disabilities including pre-operational checks of the vehicle and its ancillary equipment; assistance to passengers in the use of restraints and ancillary equipment; provision of appropriate support to passengers during their journey; and manoeuvring the vehicle with due consideration of passengers' disabilities and the requirements of relevant government regulations. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Transporting of passengers with disabilities must be carried out in compliance with the licence requirements and regulations of the relevant state/territory roads and traffic authority.

Work is performed with limited or minimum supervision, and with limited accountability and responsibility for self and others in achieving the prescribed outcomes. It involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial vehicle conveying persons with disabilities across a variety of driving contexts.

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	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 1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures
2 Drive a vehicle used by passengers with disabilities	2.1 Passengers are assisted in a courteous manner, sensitive to the disability 2.2 Passengers are assisted to use restraints, and the ancillary equipment which accompanies them, where appropriate 2.3 Ongoing support is provided to the passenger to maximise their travelling comfort 2.4 Ancillary equipment is stowed safely in vehicle following relevant regulations, where appropriate 2.5 The vehicle is manoeuvred in accordance with the regulations for the class of vehicle involved 2.6 The vehicle is manoeuvred with due consideration to any required precautions related to the disability of the passengers or relevant government regulations pertaining to the special load 2.7 Signs or indicators are fixed to the vehicle if required

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
- Relevant OH&S and environmental procedures and regulations
- Relevant anti-discrimination legislation
- Duty of care responsibilities when driving vehicles used by passengers with disabilities
- Vehicle and ancillary equipment controls, instruments and indicators and their use
- Vehicle handling procedures and procedures for operating ancillary equipment
- Techniques for driving vehicles used by passengers with disabilities
- Pre-operational checks carried out on vehicle and ancillary equipment and related action

REQUIRED KNOWLEDGE AND SKILLS

- Driving hazards and related defensive driving techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Workplace driving and operational instructions

Required skills:

- Communicate effectively with others when transporting passengers with disabilities
- Read and interpret instructions, procedures, information and signs relevant to the transporting of passengers with disabilities
- Interpret and follow operational instructions and prioritise work
- Interact with passengers with disabilities
- Complete documentation related to the transporting of passengers with disabilities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when transporting passengers with disabilities
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when transporting passengers with disabilities in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unplanned events
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Monitor work activities in terms of planned schedule
- 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

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.

EVIDENCE GUIDE

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 applying:
 - the underpinning knowledge and skills
 - relevant legislation and workplace procedures
 - other relevant aspects of the range statement

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/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - 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:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

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.

Type of vehicle includes:

- cars and vehicles designed to transport passengers with

RANGE STATEMENT

- Transporting of passengers may be carried out in typical road transport situations, including:
- disabilities
 - operations conducted at day or night
 - typical weather conditions
 - on the open road
 - on a private road
 - while at a depot, base or warehouse
 - while at a client's workplace or worksite
- Vehicle handling procedures may include:
- starting a vehicle
 - steering and manoeuvring a vehicle
 - accelerating and braking
 - positioning and stopping a vehicle
 - reversing a vehicle
 - operating the controls, instruments and indicators of the vehicle and ancillary equipment
 - using defensive driving techniques
 - managing engine performance
- Driving hazards may include (examples only):
- wet and iced roads
 - oil on road
 - animals and objects on road
 - fire in vehicle
 - leaking fuel
 - faulty brakes
 - parked vehicles on the road
 - faulty steering mechanism on vehicle
 - pedestrians crossing the road
 - flooded sections of road
 - windy sections of road
 - foggy conditions
- Pre-operational checks may include:
- visual check of vehicle and ancillary equipment
 - checking and topping up of fluid levels
 - checks of tyre pressures
 - checks of operation of vehicle lights and indicators
 - checks of brakes
- Minor routine repairs may include:
- replacement of blown globes in vehicle lights
 - replacement of broken fan belt
 - replacement of blown fuse
 - replacement of door mirrors
 - repairs to rear tail-light lens
 - changing of tyres
 - repair of tyre punctures

RANGE STATEMENT

- Factors that can cause traffic delays and diversions may include (examples only):
- replacement of broken coolant hose
 - traffic accidents
 - flooded sections of road
 - road damage
 - bridge/tunnel damage
 - road works
 - building construction
 - emergency situations such as bushfires, building fires, etc
 - road closures for special events such as marches, parades, sporting events, etc
 - holiday traffic
 - road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
- Documentation/records may include:
- state/territory driving licence requirements
 - state/territory road rules
 - workplace instructions and procedures for the transport of passengers with disabilities
 - manufacturers instructions, specifications and recommended operating procedures for both vehicle and ancillary equipment, including pre-operational checks
 - emergency procedures
 - vehicle log book or record book (where required)
- Applicable procedures and codes may include:
- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to the class of vehicle
 - relevant state/territory road rules
 - relevant state/territory OH&S legislation
 - relevant anti-discrimination legislation
 - relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

C - Vehicle Operation