



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIF2072A Comply with safety and security procedures**

**Release: 1**

## **TLIF2072A Comply with safety and security procedures**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to follow and apply occupational health and safety (OH&S) procedures when carrying out taxi work activities. It includes identifying and following workplace procedures for safety/security and accident/emergency situations; and identifying, minimising and managing fatigue. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

### **Application of the Unit**

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Work must be carried out in compliance with the relevant OH&S regulations and procedures.

Work is performed under some supervision, generally within a team environment. It involves the application of the established OH&S and hazard minimisation principles and procedures to the conduct of workplace activities.

This unit involves the development of basic skills and knowledge to work safely in the taxi industry.

### **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
<b>1 Follow procedures for safety and security</b>	<ul style="list-style-type: none"><li>1.1 Procedures for OH&amp;S and security are identified and followed</li><li>1.2 Safe work practices are identified and followed</li><li>1.3 Breaches of safety and security are identified and appropriate action is taken to minimise or eliminate risk to self, others, vehicle and vehicle equipment</li><li>1.4 The features and functions of the taxi security system are identified</li></ul>
<b>2 Follow procedures for accident/emergency situations</b>	<ul style="list-style-type: none"><li>2.1 Emergency and potential emergency situations are recognised promptly and required actions are determined and/or taken within the scope of individual responsibility</li><li>2.2 Procedures for dealing with accidents, fire and emergencies are identified and followed</li><li>2.3 Assistance from taxi network and/or other authorities is sought where appropriate</li><li>2.4 Details of emergency situations are reported in accordance with workplace, industry and regulatory policies and procedures</li><li>2.5 Support services are identified following an incident or accident</li></ul>
<b>3 Deal with threats of physical violence</b>	<ul style="list-style-type: none"><li>3.1 Security equipment is operated within legal and workplace parameters (if required by state/territory regulators)</li><li>3.2 Potential circumstances for difficult customer or other road user behaviour are accurately assessed and conflict resolution strategies used</li><li>3.3 Procedures are followed to minimise escalation of conflict, manage the situation and ensure personal safety</li><li>3.4 Assistance is sought from others including external support staff where necessary</li><li>3.5 Incidents are reported using the appropriate document format in accordance with workplace policies and procedures</li><li>3.6 Any follow-up action is implemented according to the appropriate workplace rules, regulations and guidelines</li></ul>
<b>4 Identify and implement strategies to minimise and manage fatigue</b>	<ul style="list-style-type: none"><li>4.1 Potential causes of fatigue and its effects on driver and family are identified</li><li>4.2 Personal warning signs of fatigue are recognised and steps are identified to manage fatigue</li></ul>

## 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 codes of practice and legislative requirements
- Relevant OH&S procedures and guidelines
- Procedures and protocols for safety and security procedures
- Sources of information and documentation needed when complying with safety and security procedures
- Typical problems that can occur when complying with safety and security procedures and related appropriate action that can be taken to prevent or solve them
- Safe work practices relevant to individual work roles
- Location and use of safety alarms, emergency shutoff systems, and emergency communication systems
- Potentially difficult situations, such as poorly lit pick-up areas, fare evasion, intoxication, over crowding
- Cultural sensitivities that lead to angry responses
- Culturally appropriate responses to potential problem situations
- Emergency response procedures
- Appropriate reporting procedures including emergency, fire and accident procedures
- Codes and systems for breaches of security
- Manual lifting and manual assisted lifting
- The risks and hazards created by fatigue
- How fatigue affects workplace performance
- How fatigue contributes to workplace accidents
- Ways of recognising fatigue
- Ways of managing fatigue
- Causes and effects of fatigue on drivers
- Lifestyles which promote the effective long-term management of fatigue

### Required skills:

- Communicate effectively with others when following safety and security procedures
- Read and comprehend simple statements in English
- Work collaboratively with others when driving a taxicab
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to safety and security in the workplace
- Operate electronic communication equipment to required protocol

**Required skills:**

- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when following safety and security procedures in accordance with regulatory requirements and workplace procedures
- Implement contingency plans for unanticipated situations that may occur when following safety and security procedures
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- 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

**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:
  - applying the underpinning knowledge and skills
  - applying relevant legislation and workplace procedures
  - locating and interpreting workplace information
  - following established procedures for occupational health and safety, security, hazard identification and risk controls

## EVIDENCE GUIDE

- applying information about accident-emergency policies and procedures and duty of care responsibilities
  - demonstrating safe work practices
  - monitoring passenger and road user behaviour
  - recognising and adapting to cultural differences including modes of behaviour and communication
  - identifying difficult customer or road user situations and applying conflict resolution or avoidance behaviour
  - using effective communication skills
  - diffusing threats of physical violence
  - selecting and using self protective behaviour
  - seeking assistance, as required, from external emergency support services
  - following correct fatigue management precautions and procedures
  - completing OH&S and accident-emergency records/reports as required
  - demonstrating the correct use of a duress alarm (if required by state/territory regulators)
  - demonstrating how to conduct a security camera check to ensure it is operational (if required by state/territory regulators)
  - completing security camera download request (if required by state/territory regulators)
- 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
  - 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

## EVIDENCE GUIDE

### 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 appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
- Assessment of duress alarm and security cameras is to be conducted on actual equipment used in the taxi industry

## 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.

#### Procedures may cover:

- operation of security cameras and other on-board security devices
- safe posture for sitting, standing and bending
- manual handling including lifting, transferring
- safe handling of vehicle fuels including petrol and LPG
- emergencies, fires and accidents
- security of cash, documents and equipment
- duress alarm and mobile phone
- OH&S regulations
- GPS operations
- emergency procedures
- industry standard publications
- incident reporting forms
- documentation relating to rest time and other contributing factors to fatigue

#### Applicable regulations and legislation may include:

- relevant national/ state/territory legislation, standards, codes of practice including manual handling, noise, smoking, fatigue management
- relevant national/state/territory OH&S legislation, workplace instructions, industry and regulatory procedures on safety, security, accidents and emergencies and fatigue management



## RANGE STATEMENT

	<ul style="list-style-type: none"><li>• industry information from the regulator/industry associations</li></ul>
Communication method may include:	<ul style="list-style-type: none"><li>• phone</li><li>• radio</li><li>• on-board communication system</li></ul>
Emergency situations may include:	<ul style="list-style-type: none"><li>• road accidents</li><li>• passenger illness</li><li>• arguments and verbal abuse</li><li>• drunken behaviour</li><li>• vehicle fuels e.g. petrol and LPG</li><li>• road rage</li><li>• manual handling</li><li>• extremes of weather conditions</li><li>• deployment of vehicle SRS air bags if not wearing a seatbelt</li></ul>
Threats of physical violence may include:	<ul style="list-style-type: none"><li>• verbal threats</li><li>• menacing physical behaviour</li><li>• threats with a weapon</li><li>• intimidation by a group of people</li><li>• road rage from the drivers of other vehicles</li><li>• threats from pedestrians</li><li>• fare evasion leading to confrontation</li><li>• needles and syringes/body fluids</li></ul>
Security equipment may include:	<ul style="list-style-type: none"><li>• computer dispatch</li><li>• vehicle mounted radio</li><li>• duress alarm (if required by state/territory regulators)</li><li>• security camera (if required by state/territory regulators)</li><li>• driver security shields (if required by state/territory regulators)</li></ul>
The methods used to minimise escalation of incidents may include:	<ul style="list-style-type: none"><li>• using colloquial or culturally appropriate language and actions</li><li>• negotiation</li><li>• explaining the operation of the safety equipment on board the taxicab</li><li>• seeking assistance from external support services</li></ul>
External support staff may include:	<ul style="list-style-type: none"><li>• other taxicab drivers</li><li>• police</li><li>• fire brigade personnel</li><li>• ambulance personnel</li></ul>
Levels of fatigue can be affected	<ul style="list-style-type: none"><li>• night driving</li></ul>

**RANGE STATEMENT**

by:

- frequency and duration of breaks
- work duration
- type of work
- lifestyle factors
- alcohol and drug abuse
- quantity and timing of food and drinks
- sleep patterns
- opportunities for relaxation with family and friends
- personal biological factors
- state of mental and/or physical health
- circadian rhythms
- diet

**Unit Sector(s)**

Not Applicable

**Competency Field****Competency Field**

F - Safety Management