



**Australian Government**

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

# **TLIH3004A Identify major roads, services and attractions**

**Release: 2**

## **TLIH3004A Identify major roads, services and attractions**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to identify, and describe major roads, services and attractions as part of transport operations including the local geographical details and features of major roads, transport interchanges, suburbs, landmarks, public services and facilities, tourist attractions and central business districts. It covers the knowledge and skills required by taxi drivers, bus/coach drivers and other transport operators to locate roads, services and attractions both on a map and, where required, physically. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

#### **Application of the Unit**

Work must be carried out in accordance with the relevant transport regulations and workplace procedures.

Work is performed under general or limited supervision. It involves the application of basic research and map reading principles and procedures to the location of roads, services and attractions both on a map and, where required, physically.

In the case of taxi drivers if the original context of this unit changes i.e. moving from State to State or Territory then the unit may be reassessed.

### **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 Locate all major roads, highways and suburbs in a metropolitan area</b>	<p>1.1 Major roads are identified and located on a map and/or physically</p> <p>1.2 Suburbs along, and at the end of, major roads are identified and located on a map and/or physically</p> <p>1.3 Suburbs accessed by on- and off-freeway ramps are identified and located on a map and/or physically</p> <p>1.4 The main suburbs, with relation to geographical sectors (east, west, north and south) are identified in order of closest proximity to the central business district</p> <p>1.5 Bus/taxi lanes into and out of the central business district are located on a map and/or physically</p>
<b>2 Locate transport interchanges, jetties, ports, stations and terminals</b>	<p>2.1 Major transport interchanges, jetties, ports, terminals and stations are located on a map and/or physically</p> <p>2.2 Major connecting roads entering and exiting main transport interchanges, terminals, jetties, ports and rail stations are identified and located on a map and/or physically</p> <p>2.3 Established taxi ranks at main transport interchanges, jetties, ports, terminals and stations are located on a map and/or physically</p> <p>2.4 Special transport, safety, taxi and/or financial requirements for entering and exiting main transport interchanges, jetties, ports, terminals and stations are observed</p>
<b>3 Identify main public services and facilities</b>	<p>3.1 Maps and other geographical and tourist information are identified and accessed in accordance with workplace procedures</p> <p>3.2 Key tourist locations are located both on a map and/or physically, and their features described</p> <p>3.3 Key public services are located on a map and/or physically and described</p> <p>3.4 Main scenic routes, places and landmarks of interest to tourists are able to be determined and features described in an appropriate manner</p>
<b>4 Locate key features in a central business district</b>	<p>4.1 Streets, major buildings and traffic flow directions of the central business district and city centre are identified and located both on a map and/or physically</p> <p>4.2 City hotels are identified and located both on a map and/or physically</p> <p>4.3 Exit and entry points to the city are determined in relation to a final destination</p> <p>4.4 Transport interchanges and main taxi ranks in the city centre and central business district are identified and located both on a</p>

**ELEMENT****PERFORMANCE CRITERIA**

map and/or physically

## **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 state and territory regulations and road laws
- Workplace procedures for identifying and locating roads, services and attractions
- Information that may be required when locating roads, services and attractions, including: main arterial roads; entry and access points to major road systems; location of metropolitan suburbs; most appropriate routes for entering and exiting a city centre; roads and suburbs connecting with freeways and transport interchanges, terminals, jetties, ports and stations; location of main hotels, motels and tourist attractions in a specified area; location of city centre streets and major buildings and traffic flows; bus and emergency lane usage; restrictions to traffic movement at major intersections; traffic patterns and densities; and road signs and route markers
- Typical problems that may arise when identifying and locating roads, services and attractions and appropriate action that should be taken

#### **Required skills:**

- Communicate effectively with others when identifying and locating major roads, services and attractions
- Read and interpret instructions, procedures, information and signs relevant to the identification and location of major roads, services and attractions
- Identify and correctly use maps and other information about the location and features of roads, services and attractions
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to work activities
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when identifying and locating major roads, services and attractions
- 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 arise when identifying and locating major roads, services and attractions in accordance with regulatory requirements and workplace procedures

**Required skills:**

- Plan own work including predicting consequences and identifying improvements
- Apply precautions and required action to minimise, control or eliminate hazards that may be identified when identifying and locating major roads, services and attractions
- Physically locate identified roads, services and attractions (i.e. driving to the location)
- Monitor and anticipate traffic hazards
- Select approved and most economic routes
- Modify activities depending on differing operational contingencies, risk situations and environments

**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
  - 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

## 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 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.

This unit covers:

- work of transport personnel who need to locate roads, services and attractions as part of transport operations. It includes all road transport passenger-carrying vehicles. It is specifically suited to the drivers of taxicabs, small charter vehicles, coaches, limousines and private charter vehicles involving the transport of passengers, including tourists

Operations may be conducted in a range of work environments including:

- operations conducted day or night
- in the vehicle, on the road, both stationary and mobile
- travel service within a metropolitan or regional district
- in a range of typical weather conditions
- transport of fare-paying passengers including tourists

Road conditions and traffic flows might include:

- wet or stormy weather
- fog and/or low lying cloud resulting in poor visibility
- peak-hour traffic congestion
- road-accidents and obstructions impeding traffic flow
- road works

Map areas may include:

- metropolitan areas
- country and regional areas
- interstate locations

Tourist locations may include:

- sporting, entertainment and recreational venues such as horse racing venues, sporting venues and stadiums, theatres, entertainment centres, ballrooms, cinemas,

## RANGE STATEMENT

	casinos and gaming venues, river and coastal entertainment and recreational locations, main golf courses, show grounds, adventure and marine parks
	<ul style="list-style-type: none"> <li>• tourist centres and major hotels/motels</li> <li>• main tourist attractions in specified areas</li> <li>• significant cultural and arts centres and venues such as cultural centres, museums, art galleries, state library, concert halls, theatres</li> <li>• significant historical buildings in specified areas</li> <li>• vineyard districts (where relevant)</li> <li>• main coastal attractions and landmarks (where relevant) such as bays, beaches, buildings, restaurants, look-out points, marinas and boat harbours</li> </ul>
Public service locations may include:	<ul style="list-style-type: none"> <li>• public/secondary schools and tertiary education institutions</li> <li>• all main public hospitals, emergency entrances (and existing taxi ranks servicing the hospitals)</li> <li>• main police, ambulance and fire stations</li> <li>• major suburban shopping centres</li> <li>• main public parks and reserves such as botanical gardens, public parks and gardens, wetland areas, and nature reserves</li> </ul>
Transport interchanges may include:	<ul style="list-style-type: none"> <li>• domestic and international airports and terminals for private and commercial airplanes</li> <li>• sea and river ports, jetties and terminals</li> <li>• bus station interchanges</li> <li>• commuter and long distance railway stations</li> </ul>
Communication in the work area may include:	<ul style="list-style-type: none"> <li>• mobile and fixed phones</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>
Information/documents may include:	<ul style="list-style-type: none"> <li>• workplace protocols, procedures and policies</li> <li>• route specifications</li> <li>• maps and street directories</li> <li>• tourism information</li> <li>• published information on roads, services and attractions</li> <li>• relevant state/territory road rules and traffic acts</li> <li>• competency standards and training materials</li> </ul>



**RANGE STATEMENT**

Applicable regulations and legislation may include:

- customer requirements
- quality assurance procedures
- emergency procedures
- relevant state/territory regulations, road rules and traffic acts
- relevant state/territory OH&S regulations and procedures

**Unit Sector(s)**

Not Applicable

**Competency Field**

**Competency Field**

H - Route Planning and Navigation