



Australian Government

Department of Education, Employment and Workplace Relations

AVII2014B Provide transport services to passengers with special needs

Revision Number: 1

AVII2014B Provide transport services to passengers with special needs

Modification History

Not applicable.

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to provide appropriate, effective and courteous transport services to passengers with special needs in accordance with relevant government regulations, including identifying passengers with special needs; communicating effectively with the passengers; and providing appropriate assistance to them in both normal and emergency situations that may arise during their journey. 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 compliance with the relevant regulatory requirements, including manual handling procedures and other relevant OH&S procedures and regulatory requirements.

Use for ADF Aviation is to be in accordance with relevant Defence Orders and Instructions and applicable CASA compliance.

Work is performed individually or in a team environment with guidance and advice available where necessary.

Work involves the application of customer service principles and procedures and relevant regulatory requirements to the provision of appropriate transport services to passengers with special needs across a variety of commercial transport contexts including both normal and emergency situations that may arise.

Services to passengers with special needs may include any required assistance and support prior to, during and post the journey.

Licensing/Regulatory Information

Not applicable.

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

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| 1 Identify passengers with special needs | 1.1 Passengers with special needs are identified and appropriate action taken to ensure that relevant workplace procedures and regulatory requirements are followed
1.2 If necessary, information on workplace policies and procedures and related regulatory requirements relevant to the special need concerned are accessed and interpreted
1.3 Applicable OH&S principles, policies and procedures relevant to assisting passengers with special needs are identified, accessed and interpreted, in particular those related to manual handling principles |
| 2 Communicate effectively with the passenger(s) and/or relevant personnel | 2.1 Appropriate communication methods are selected and used to meet the requirements of the passengers with special needs
2.2 Appropriate and effective verbal and non-verbal communication skills are used including appropriate body language and language style
2.3 Effective listening skills are demonstrated
2.4 Questions are used to gain appropriate information
2.5 All communications with passengers and other relevant personnel such as carers, guardians, parents, escorts, medical staff, etc. are conducted in a manner which is consistent with the workplace procedures and policy
2.6 Where relevant, passengers/escorts are briefed in accordance with relevant regulations |
| 3 Provide assistance to passengers with special needs | 3.1 Workplace procedures and relevant regulatory requirements are followed when providing transport services to passengers with special needs in both normal and emergency situations
3.2 Individual customer needs and expectations are identified so that appropriate products and services may be provided in a consistent and timely manner
3.3 Any limitations to service provision is identified, communicated to passengers and checked for understanding
3.4 Appropriate equipment/resources are selected and used to assist passengers with special needs
3.5 Anticipated problems are correctly identified and monitored, and action is taken to minimise their effect on customer safety and satisfaction
3.6 Risks involved in providing transport services to passengers with special needs are identified and appropriate risk control precautions are adopted in accordance with workplace procedures and relevant regulatory requirements, including manual handling principles and procedures |

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 international, Australian and state/territory regulatory requirements pertaining to the provision of transport services to persons with special needs
- Relevant OH&S and environmental procedures and regulations
- Implications for customer service of various types of special needs
- Customer service procedures as they relate to passengers with special needs
- Relevant equal opportunity, privacy and anti-discrimination legislation
- Any special safety/security regulatory requirements and procedures pertaining to the various applicable categories of persons with special needs
- Duty of care responsibilities when providing transport services to passengers with various types of special needs
- Products, services and operations of the transport service concerned
- Fare structures (where relevant)
- Types of equipment/resources required to assist passengers with various types of special need
- Risks that exist when providing services to passengers with special needs and related risk control procedures and precautions
- Problems that may occur when providing transport services to passengers with special needs and appropriate action that should be taken in each case

Required skills:

- Communicate effectively with others when providing transport services to passengers with special needs
- Interact appropriately with passengers with a range of special needs
- Read and interpret instructions, regulations, procedures and other information relevant to the provision of transport services to passengers with special needs
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the provision of transport services to passengers with special needs
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when providing transport services to passengers with special needs
- Adapt appropriately to differences in the workplace, including cultural differences, modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may occur when providing transport services to passengers with special needs

REQUIRED KNOWLEDGE AND SKILLS

- Implement contingency plans for unexpected events that may arise when providing transport services to passengers with special needs
- Apply precautions and required actions to minimise, control or eliminate hazards that may exist when providing transport services to passengers with special needs
- Solve problems that might arise when providing transport services to passengers with special needs
- Monitor and anticipate operational problems, risks and hazards and take appropriate action
- Monitor work activities in terms of planned schedule
- Modify activities dependent on differing workplace contingencies, situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Adapt to differences in equipment and operating environment in accordance with standard operation procedures
- Implement OH&S procedures and relevant regulations
- Identify, select and correctly use equipment required to provide transport services to passengers with special needs

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

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.

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| Passenger transport operation may be conducted: | <ul style="list-style-type: none"> • by day or night • in any allowable weather conditions |
| Passengers with special needs may include: | <ul style="list-style-type: none"> • children travelling alone or under supervision • pregnant women • nursing mothers • the elderly • persons with a physical and/or intellectual disability • prisoners being transported under escort • non-English speaking passengers • international visitors with special requirements • medical transports remaining on board aircraft/vehicle/rail carriage/vessel during transits • deportees, where applicable (who may require special handling i.e. no alcohol, passport retained by on-board manager, etc.) |
| Transport services may include: | <ul style="list-style-type: none"> • taxi and hire car services • tram, bus or coach services • rail services • domestic and international commercial maritime services • domestic and international commercial aviation services |
| Assistance to passengers with special needs may be provided in all customer service situations relevant to the transport mode concerned, including: | <ul style="list-style-type: none"> • when the passengers with special needs are officially in the care of the transport operator's staff • while on the transport vehicle, rail coach, vessel or aircraft • while at railway stations, airports, depots and terminals • while on the transport operator's property and premises • during emergency situations |
| Equipment/resources required to assist passengers with various types of special need may include: | <ul style="list-style-type: none"> • wheelchairs • transport carts • personal elevators • ramps • special restraints • bassinets and other relevant baby equipment • appropriate medical equipment • translators or text information in appropriate languages • amusement resources for children • identification tags (where relevant) |

RANGE STATEMENT

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|---|---|
| | <ul style="list-style-type: none">• restraining equipment where applicable for persons under police escort• other resources required to assist special needs passengers at time of embarkation, disembarkation or during the journey |
| Precautions and procedures to be applied when assisting special needs passengers may include: | <ul style="list-style-type: none">• manual handling principles and procedures as per regulatory requirements• equal opportunity principles and procedures as per regulatory requirements• security principles and procedures as per regulatory requirements• policies and procedures for assisting persons of non-English speaking background• safety-related regulatory requirements |
| Depending on the type of organisation concerned and the local terminology used, workplace procedures may be referred to as: | <ul style="list-style-type: none">• company procedures• enterprise procedures• organisational procedures• established procedures• standard operating procedures |
| Information/documentation may include: | <ul style="list-style-type: none">• relevant regulatory requirements pertaining to the various transport contexts and categories of special needs concerned, including requirements of equal opportunity and anti-discrimination legislation• workplace instructions and procedures for the transport of passengers with specific types of special needs• safety and emergency procedures and regulatory requirements• customer requests• instructions from parents, guardians, carers, escorts, etc. where applicable• instructions from relevant authorities (dependent on context) such as medical staff, sheriff's office, security staff, airlines internal auditors, etc.• guidance materials on key regulatory requirements, such as manual handling procedures, equal opportunity, communicating with people of non-English speaking background, etc.• manufacturers instructions, specifications and recommended operating procedures for equipment needed to assist persons with various types of special needs• information on transport and terminal facilities available to passengers with various types of special need• induction and training materials |

RANGE STATEMENT

Applicable regulation and legislation may include:

- conditions of service, legislation and industrial agreements including workplace agreements and awards
- depending on the transport context concerned, relevant international, Australian and state/territory regulatory requirements pertaining to the provision of transport services to persons with special needs
- relevant state/territory OH&S legislation, including regulations pertaining to manual handling procedures
- relevant anti-discrimination legislation
- relevant state/territory equal opportunity legislation
- privacy legislation
- community care legislation related to the care of minors
- relevant consumer and trade practice legislation

Unit Sector(s)

Not applicable.

Competency field

Competency Field

I - Customer Service