



Australian Government

Assessment Requirements for TLIB0023

Use communication systems in a taxi

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria on at least one occasion and include:

- communicating effectively with others when using communication systems in a taxi, including during transmission and at receipt of information, in a manner consistent with road laws and safe driving practices
- identifying and reporting problems that may arise when using communication systems in a taxi in accordance with workplace policies and procedures
- monitoring communication equipment's operational requirements
- operating taxi and other electronic communication systems effectively and to required protocols
- reading, interpreting and following relevant operating instructions, and workplace policies and procedures
- undertaking pre-operational checks for communication systems and equipment
- using communication systems correctly in emergencies.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- barriers to effective communication and how to overcome them
- communication techniques
- features of various communication systems, including:
 - mobile phone – on person or hands-free
 - taxi computer dispatch systems
 - taxi duress alarm systems
 - taxi radio systems
- principles of effective communication, including:
 - active listening techniques
 - questioning techniques to obtain information and/or to clarify information and understanding

- two-way conversations
- procedures and protocols for using communication systems in an emergency
- relevant codes of practice and legislative requirements, including road laws and safe driving practices
- workplace policies and procedures for using communication systems in a taxi.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment of this unit must be undertaken on actual taxi communication equipment.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry, including taxi duress alarm system, as required
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>