



Australian Government

TLIB0023 Use communication systems in a taxi

Release: 1

TLIB0023 Use communication systems in a taxi

Modification History

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

Application

This unit involves the skills and knowledge required to use communication systems in a taxi.

It includes identifying features of taxi communication systems and operating it effectively, using appropriate communication protocols. It also includes identifying and reporting faulty communication equipment and taking appropriate action. Communication systems are used in accordance with manufacturer instructions, road laws, safe driving practices and workplace policies and procedures.

Safety checks and equipment tests are performed with limited or no supervision, and with full accountability and responsibility for self and others in achieving the prescribed outcomes.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

B – Equipment Checking and Maintenance.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Identify features of taxi communication systems

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Features and functions of taxi communication systems are identified

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| | 1.2 Features and functions of taxi computer dispatch system are identified |
| | 1.3 Features and functions of taxi duress alarm system are identified, as required |
| 2 Operate taxi communication systems | 2.1 Checks are carried out to confirm communication systems are operational in accordance with manufacturer instructions and workplace policies and procedures |
| | 2.2 Communication systems are used in compliance with road laws and safe driving practices |
| | 2.3 Communication systems security is maintained in accordance with workplace policies and procedures |
| 3 Use appropriate communication protocols | 3.1 Transmitted and received messages are interpreted and recorded, as required, in accordance with road laws and safe driving practices, and workplace policies and procedures |
| | 3.2 All types of communication are in accordance with workplace policies and procedures |
| | 3.3 Appropriate protocols and workplace policies and procedures are followed when using communication systems in emergencies |
| 4 Maintain operational requirements of communication equipment | 4.1 Equipment is checked and monitored in accordance with manufacturer instructions and workplace policies and procedures |
| | 4.2 Faults in communication systems are identified and reported in accordance with workplace policies and procedures |

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions can be found in the TLI Transport and Logistics Training Package

Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to TLIB2090 Use communication systems in a taxi.

Links

Companion Volume Implementation Guides are found in VETNet -

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

Assessment Requirements for TLIB0023 Use communication systems in a taxi

Modification History

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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

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