



Australian Government

Assessment Requirements for TLIB2090

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 of the requirements of the elements and performance criteria on at least one occasion and include:

- carrying out minor routine monitoring procedures for communications equipment
- communicating effectively with others when using communications systems in a taxi, including during transmission and at receipt of information, in a manner consistent with road laws and safe driving practices
- communications systems including:
 - computer dispatch
 - mobile phone – on person or hands-free
 - vehicle mounted radio
 - security equipment, including duress alarm and camera
- completing documentation related to using communications systems in a taxi
- identifying, reporting and/or rectifying problems that may arise when using communication systems in a taxi in accordance with workplace procedures
- monitoring communications equipment operational status
- operating and adapting to differences in equipment in accordance with operating procedures
- operating taxi and other electronic communications systems effectively and to required protocol
- reading, interpreting and following relevant operating instructions, procedures, information and signs
- responding appropriately to cultural differences in the workplace
- undertaking pre-operational checks for communications systems and equipment
- using communications systems in emergencies
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

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

- basic barriers to effective communication and how to overcome them
- basic communication techniques including the phonetic alphabet
- basic principles of effective communication, which includes:
 - active listening
 - two-way conversation
 - questioning to obtain information and/or to clarify information and understanding
 - routine oral reporting
- features of various communications systems such as:
 - taxi radio systems
 - taxi computer dispatch systems
 - taxi duress alarm systems
- procedures and protocols for using communications systems in an emergency
- relevant codes of practice and legislative requirements including local regulations
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- workplace procedures and policies for using communication systems in a taxi.

Assessment Conditions

As a minimum, assessors must satisfy applicable regulatory requirements, which include requirements in the *Standards for Registered Training Organisations* current at the time of assessment.

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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 of this unit must be undertaken on actual taxi radio equipment.

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.

Resources for assessment include:

- a range of relevant exercises, case studies and/or simulations
- applicable documentation including workplace procedures, regulations, codes of practice

- and operation manuals
- relevant materials, tools, equipment and personal protective equipment currently used in industry including:
 - taxi communications equipment
 - taxi duress alarm system.

Links

Companion Volume implementation guides are found in VETNet -

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