



**Australian Government**

# **TLIB2090 Use communication systems in a taxi**

**Release: 1**

# TLIB2090 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 taxi cab communications systems by applying established communications principles and practices for taxi drivers.

It includes identifying features of taxi communications system and operating it effectively, using appropriate communications protocols and communicating with a base. It also includes identifying faulty communications equipment operation and taking appropriate action, and using technical and colloquial language and vocabulary in day-to-day communications.

Communication systems are used in accordance with codes/regulations and workplace requirements relevant for using taxi communications systems in the taxi industry.

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.

This unit meets part of the certification requirements for obtaining taxi driver accreditation. As requirements may vary between states and territories, people seeking taxi accreditation should contact their state/territory taxi regulator.

## 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.

### PERFORMANCE CRITERIA

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

**1 Identify features of taxi communications system**

- 1.1 Features and functions of taxi radio system are identified
- 1.2 Features and functions of taxi computer dispatch system are identified
- 1.3 Features and functions of taxi duress alarm system are identified

**2 Operate taxi communications system**

- 2.1 Checks are carried out to confirm communications system is operational in accordance with manufacturer instructions and workplace procedures
- 2.2 Communications system is used in a manner consistent with road laws and safe driving practices
- 2.3 Communications security is maintained in accordance with workplace procedures

**3 Use appropriate communications protocols**

- 3.1 Received messages are interpreted and recorded as required in accordance with workplace procedures
- 3.2 Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users
- 3.3 Incoming messages are received and are answered promptly and courteously within operating procedures and regulatory requirements
- 3.4 Clear, unambiguous vocal communication is used in accordance with operating procedures, language requirements and codes
- 3.5 Appropriate protocols and procedures are followed when using communications systems in emergencies

**4 Maintain communications equipment operational status**

- 4.1 Equipment is checked and monitored in accordance with workplace procedures
- 4.2 Minor faults in communications systems are identified, diagnosed and repaired or reported in accordance with workplace 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 Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is equivalent to TLIB2090A Use communication systems in a taxicab.

## 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 TLIB2090 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.

## 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.

As a minimum, assessment must satisfy applicable regulatory requirements, which include requirements in 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 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>