



Australian Government

**Assessment Requirements for TLIC0026
Provide wheelchair accessible taxi services
to passengers with disabilities**

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:

- applying procedures for taxi subsidy scheme bookings and payments
- applying relevant codes of practice and legislative requirements
- applying techniques for manoeuvring and driving a wheelchair accessible taxi, including:
 - accelerating and braking
 - managing taxi blind spots and height restrictions
 - operating taxi controls and equipment
 - reversing a taxi
 - starting a taxi
 - steering and manoeuvring a taxi
 - using safe driving techniques
- assessing risks and hazards when assisting passengers with disabilities into and out of a taxi
- assisting passengers into and out of a taxi in accordance with workplace procedures
- carrying out pre-operational checks on taxi and ancillary equipment used by passengers with disabilities and taking related action in accordance workplace procedures
- communicating and working effectively with others
- completing relevant workplace documentation
- exercising all required safety precautions and procedures during loading, unloading and driving operations
- following safe handling procedures for taxis used by passengers with disabilities
- following work health and safety (WHS)/occupational health and safety (OHS) regulations and legislation
- identifying driving hazards and using appropriate safe driving techniques
- maintaining the comfort and dignity of passengers with disabilities
- modifying activities depending on operational contingencies and risk situations
- monitoring and prioritising work activities
- monitoring performance of taxi and equipment and taking appropriate action, as required
- monitoring traffic and road conditions
- operating and adapting to differences in equipment in accordance with operating procedures

- participating in a range of interactions with passengers with disabilities
- reading, interpreting and following relevant instructions, procedures, information and signs
- recognising and applying ethical behaviour that avoids any form of sexual harassment, or physical or mental abuse, or intimidation towards passengers with special needs
- reporting and/or rectifying identified problems promptly in accordance with regulatory requirements and workplace procedures
- reporting and/or rectifying identified vehicle faults or malfunctions in accordance with manufacturer instructions and workplace procedures
- responding appropriately to cultural differences in the workplace
- securing passengers for safe transport in accordance with relevant taxi industry standards and operating procedures
- selecting and using required personal protective equipment (PPE) conforming to industry and WHS/OHS standards
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

- alternate transport modes if mobility aids cannot be safely secured in a wheelchair accessible taxi
- duty of care responsibilities when transporting passengers with disabilities
- equal opportunity/anti-discrimination legislation
- general characteristics of various permanent/temporary and multiple disabilities, including intellectual, physical, congenital and acquired disabilities
- methods of securing a range of mobility aids and passengers with various disabilities
- passengers who cannot be seated in or on certain mobility aids while in transit
- procedures and protocols for providing wheelchair accessible taxi services to passengers
- protocols and procedures for interacting with passengers with disabilities
- relevant state/territory road traffic authority road rules, regulations and licence requirements, including the need to give priority to wheelchair passengers
- relevant WHS/OHS and environmental procedures and regulations
- sources of information and documentation when providing wheelchair accessible taxi services to passengers
- taxi transport subsidy scheme bookings and fare concessions
- typical problems that can occur when providing wheelchair accessible taxi services to passengers, and related appropriate solutions
- various types of mobility aids that cannot be secured safely in wheelchair accessible taxis
- vehicle and ancillary equipment controls, instructions and indicators and their use
- workplace, company and customer service policies and procedures.

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.

Practical assessment must occur using an appropriate vehicle approved by state/territory regulations.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and PPE currently used in industry
- 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>