



Australian Government

TLIC0026 Provide wheelchair accessible taxi services to passengers with disabilities

Release: 1

TLIC0026 Provide wheelchair accessible taxi services to passengers with disabilities

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 provide wheelchair accessible taxi services to passengers with disabilities.

It includes carrying out pre-operational checks of the taxi and its ancillary equipment, communicating effectively with passengers, securing passengers, and using mobility aids and/or ancillary equipment. It also includes providing appropriate support to passengers getting into and out of the taxi, during their journey, and manoeuvring the taxi with due consideration of the passenger's disability.

This unit applies to all taxi drivers who are authorised to drive a wheelchair accessible taxi. Work involves transferring passengers and applying the aid of equipment/appliances to do this.

Driving is performed with limited or no supervision, and with full accountability and responsibility for self and others in achieving the prescribed outcomes.

This unit may meet 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 or territory taxi regulator.

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

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Carry out pre-operational checks on taxi

2 Communicate effectively with passengers

3 Assist passengers into and out of a taxi in a manner suited to their disability

PERFORMANCE CRITERIA

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

1.1 Pre-operational checks for taxi and its associated ancillary equipment are carried out in accordance with manufacturer requirements, government regulations and workplace policies and procedures

1.2 All faults and defects identified during checks are repaired or reported in accordance with workplace procedures

2.1 Appropriate communication methods are selected and used to meet the requirements of passengers with disabilities

2.2 Appropriate and effective verbal and non-verbal communication skills are used, including appropriate body language and language style

2.3 Effective listening skills are applied

2.4 Questions are used to gain appropriate information

3.1 Passenger characteristics are identified and taken into account when determining appropriate assistance into and out of a taxi

3.2 Hazards are identified, risks are assessed and control measures are implemented

3.3 Compatibility of passenger mobility aid with taxi loading, anchoring and carrying equipment is assessed in accordance with regulations

3.4 Passengers are assisted into and out of a taxi in accordance with regulations and workplace safety requirements

3.5 Ethical behaviour is applied to ensure any form of sexual harassment, physical or mental abuse, intimidation towards passengers with disabilities or fraudulent behaviour does not occur

3.6 Passengers and their mobility aid are secured safely in accordance with taxi and equipment specifications and regulations

3.7 Taxi equipment is operated and stowed in accordance with

- manufacturer instructions and company procedures
- 3.8** Ancillary equipment is stowed safely in taxi in accordance with relevant regulations
- 3.9** Passengers are picked up and set down in suitable locations to ensure passenger safety and the safe use of their mobility aid and/or ancillary equipment
- 3.10** Relevant work health and safety (WHS)/occupational health and safety (OHS) requirements and passenger welfare are considered
- 4 Drive a taxi used by passengers with disabilities**
- 4.1** Ongoing monitoring and support are provided to passengers to maximise their travelling comfort
- 4.2** Taxi is driven safely in accordance with regulations for the class of vehicle involved
- 4.3** Taxi is driven in accordance with road and traffic conditions and with due consideration to any required precautions related to passenger disability and relevant government regulations
- 4.4** Signs or indicators are fixed to taxi, as required
- 4.5** Documentation/transactions relevant to providing the taxi subsidy scheme is completed
- 5 Plan and organise daily work activities**
- 5.1** Workload is assessed and prioritised in accordance with workplace procedures
- 5.2** Daily routine is planned in accordance with work schedules and network/communication bookings
- 5.3** Clarification of requirements of tasks is sought, as required
- 5.4** Achievable time and other performance measures are agreed
- 5.5** Tasks are completed and variations to plan are identified and reported

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 TLIC2040 Provide wheelchair accessible taxi services to passengers with disabilities.

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 TLIC0026 Provide wheelchair accessible taxi services to passengers with disabilities

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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:

- 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.

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