



Australian Government

TLIC2040 Provide wheelchair accessible taxi services to passengers with disabilities

Release: 1

TLIC2040 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 operate wheelchair accessible taxis used to transport people with disabilities, in varying driving contexts.

It includes carrying out pre-operational checks of the taxi and its ancillary equipment, communicating effectively with passengers, securing passengers and ancillary/mobility equipment, providing appropriate support to passengers 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 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 or territory taxi regulator.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to

essential outcomes.

demonstrate achievement of the element.

1 Carry out pre-operational checks on taxi

- 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 Communicate effectively with passengers

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

- 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 device 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 Passengers and their mobility device/wheelchair are secured safely in accordance with taxi and equipment specifications and regulations
- 3.6 Taxi equipment is operated and stowed in accordance with company procedures and manufacturer instructions
- 3.7 Ancillary equipment is stowed safely in taxi in accordance with relevant regulations
- 3.8 Passengers are picked up and set down in a safe and efficient manner, taking into account suitable locations and safe use of equipment
- 3.9 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 support is 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
		5.2	Daily routine is planned to take into account 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
6	Apply ethical behaviour	6.1	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
		6.2	Behaviour is applied that does not allow for any form of discrimination

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 TLIC2040A 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 TLIC2040 Provide wheelchair accessible taxi services to passengers with disabilities

Modification History

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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:

- 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
 - reversing a taxi
 - managing taxi blind spots and height restrictions
 - operating taxi controls and equipment
 - 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
- implementing contingency plans
- implementing emergency procedures
- maintaining the comfort and dignity of passengers with disabilities
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring and prioritising work activities
- monitoring performance of taxi and its 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 appropriately applying technology, information systems and procedures to complete workplace tasks
- selecting and using required personal protective equipment conforming to industry and WHS/OHS standards
- taking precautions to control risk when assisting passengers with disabilities into and out of a taxi
- taxi handling procedures including:
 - starting a taxi
 - steering and manoeuvring a taxi
 - managing engine performance and its effect on the environment
- 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:

- 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
- etiquette/protocols for interacting with passengers with disabilities
- general characteristics of various permanent/temporary and multiple disabilities including intellectual, physical, congenital and acquired disabilities
- methods of securing a range of wheelchair/mobility devices 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
- procedures to be followed in a driving emergency

- 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 action that can be taken to prevent or solve these problems
- 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

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.

Practical assessment must occur using a wheelchair accessible taxi or taxi approved by state/territory regulations.

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.

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