



Australian Government

TLIF2072 Comply with safety and security procedures

Release: 1

TLIF2072 Comply with safety and security procedures

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 work safely in the taxi industry by following and applying work health and safety (WHS)/occupational health and safety (OHS) and security procedures when carrying out taxi work activities. Work is undertaken in accordance with relevant WHS/OHS regulations and procedures.

It includes identifying and following workplace procedures for safety/security and accident/emergency situations, and identifying, minimising and managing fatigue.

Work 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/territory taxi regulator.

Pre-requisite Unit

Not applicable.

Competency Field

F – Safety Management

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Follow procedures

PERFORMANCE CRITERIA

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

1.1 Procedures for WHS/OHS and security are identified and

for safety and security		clarified as required
	1.2	Safe work practices are identified and followed
	1.3	Breaches of safety and security and hazards are identified and appropriate action is taken to minimise or eliminate risk to self, others, vehicle and vehicle equipment
	1.4	Taxi security system features and functions are identified and operated within legal and workplace parameters in accordance with jurisdictional regulations
2 Follow procedures for accident/emergency situations	2.1	Emergency and potential emergency situations are recognised promptly and required actions are determined and taken within the scope of own duty of care responsibility
	2.2	Procedures for dealing with accidents, fire and emergencies are identified and followed
	2.3	Assistance from taxi network and/or other authorities is sought as required
	2.4	Details of emergency situations are reported in accordance with workplace, industry and regulatory policies and procedures
	2.5	Support services are identified for an incident or accident
3 Identify, report and respond to threats of physical violence	3.1	Security equipment is operated within legal and workplace parameters in accordance with jurisdictional regulations
	3.2	Potential circumstances for difficult customer or other road user behaviour are accurately assessed and conflict resolution strategies are used
	3.3	Procedures are followed to minimise escalation of conflict, manage the situation and ensure personal safety
	3.4	Assistance is sought from others including external support staff as required
	3.5	Incidents are reported using appropriate document format, in accordance with workplace policies and procedures
	3.6	Any follow-up action is implemented in accordance with the appropriate workplace rules, regulations and guidelines
4 Identify and implement strategies	4.1	Potential causes of fatigue and its effects on driver and road safety are identified

**to minimise and
manage fatigue**

- 4.2 Personal warning signs of fatigue are recognised and appropriate action to manage fatigue is taken

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 TLIF2072A Comply with safety and security procedures.

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 TLIF2072 Comply with safety and security procedures

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 information about accident and emergency policies and procedures and duty of care responsibilities
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant legislation and workplace procedures
- applying safe work practices
- communicating effectively with others
- completing relevant documentation
- completing work health and safety (WHS)/occupational health and safety (OHS), and accident and emergency records/reports as required
- diffusing threats of physical violence
- following correct fatigue management precautions and procedures
- following established procedures for WHS/OHS, security, hazard identification and risk controls
- identifying difficult customer or road user situations and applying conflict resolution or avoidance behaviour
- implementing contingency plans
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring passenger and road user behaviour
- reporting and/or rectifying identified problems, faults or malfunctions promptly, in accordance with regulatory requirements and workplace procedures
- seeking assistance, as required, from external emergency support services in accordance with established procedures
- selecting and appropriately applying technology, information systems and procedures to complete workplace tasks.

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:

- appropriate reporting procedures including emergency, fire and accident procedures
- codes and systems for breaches of security
- cultural sensitivities that may lead to angry responses
- culturally appropriate responses to potential problematic situations
- emergency response procedures
- fatigue management techniques, causes and effects of fatigue on drivers and how fatigue contributes to workplace accidents
- lifestyles that promote effective long-term fatigue management
- location and use of safety alarms, emergency shut-off systems, and emergency communications systems
- manual lifting and manual assisted lifting
- potentially difficult situations, such as poorly lit pick-up areas, fare evasion, intoxication, over crowding
- procedures and protocols for safety and security procedures
- recognising risks and hazards created by fatigue and ways of managing them
- relevant codes of practice and legislative requirements
- relevant WHS/OHS procedures and guidelines
- safe work practices relevant to individual work roles
- sources of information and documentation for complying with safety and security procedures
- typical problems that can occur when complying with safety and security procedures and related appropriate action that can be taken to prevent or solve these problems.

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 processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Assessment of duress alarm and security cameras is to be conducted on actual equipment used in the taxi industry.

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 security/communication equipment
 - duress alarm.

Links

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