



Australian Government

TLII0006 Provide taxi customer service

Release: 1

TLII0006 Provide taxi customer service

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 taxi customer service.

It includes establishing contact with customers, presenting a professional image, and identifying and meeting needs and expectations of customers.

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

I – Customer Service.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Establish contact with customers

PERFORMANCE CRITERIA

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

1.1 Welcoming customer environment is created and maintained in accordance with workplace policies and procedures

1.2 Customers are acknowledged and greeted courteously and

		politely in accordance with workplace policies and procedures
	1.3	Clear, concise and courteous communication with customers is maintained
	1.4	Appropriate communication channels are used in accordance with workplace policies and procedures
	1.5	Diversity in the workplace is recognised and valued
	1.6	Acceptable and respectful behaviour towards customers is applied
2	Present a professional image	
	2.1	Dress code and personal grooming are maintained to a professional standard in accordance with workplace policies and procedures
	2.2	Vehicle cleanliness and tidiness are monitored and maintained
3	Identify and meet needs and expectations of customers	
	3.1	Individual customer preferences, needs and expectations are clarified
	3.2	Customers with specific needs are identified, and appropriate attention is given to ensure their requirements are met
	3.3	Customer dissatisfaction is recognised, and steps are taken to address issues
	3.4	Limitations to service provision are identified, communicated to customers and checked for understanding
	3.5	Opportunities to enhance service quality are taken whenever possible
	3.6	Incidents are reported to appropriate personnel in accordance with workplace policies and 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 TLI Transport and Logistics Training Package Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is not equivalent to TLII2019 Provide taxi customer service.

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 TLII0006 Provide taxi customer service

Modification History

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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 relevant legislation, codes of practice and workplace policies and procedures for customer service practices in a taxi
- communicating effectively with customers
- dealing with customer complaints and taking steps to avoid them
- ensuring requirements for customers with specific needs are being met
- identifying difficult customer situations and applying problem-solving techniques and conflict resolution skills
- maintaining dress code and personal grooming to a professional standard
- recognising and valuing diversity towards passengers and other road users
- selecting and using appropriate communication techniques.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all the requirements of the elements and performance criteria and include knowledge of:

- effective customer service techniques, including:
 - active listening
 - appropriate language style and tone of voice
 - conversing with and understanding requirements of people with disabilities
 - giving customers full attention
 - maintaining eye contact (for face-to-face interactions)
 - recognising diversity
 - speaking clearly and concisely
- personal presentation requirements
- problems that can occur when providing taxi services to customers and related solutions
- relevant work health and safety (WHS)/occupational health and safety (OHS), equal opportunity and anti-discrimination procedures and guidelines

- relevant workplace policies and procedures for quality customer service.

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.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including legislation, regulations, codes of practice, workplace procedures and operation manuals.

Links

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