



**Australian Government**

# **Assessment Requirements for TLII2019**

## **Provide taxi customer service**

**Release: 1**

# Assessment Requirements for TLII2019 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.

## 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:

- adopting behaviour that avoids any form of sexual harassment, physical or mental abuse, intimidation or discrimination towards passengers and other road users
- applying relevant codes of practice, workplace procedures and legislative requirements for customer service practices in a taxi
- communicating effectively and working collaboratively with others
- completing relevant taxi industry customer service documentation
- dealing with common customer complaints and taking steps to avoid them
- ensuring requirements for customers with specific needs are being met by providing appropriate attention to their needs
- identifying and meeting customer needs
- identifying difficult customer situations and applying problem solving techniques and conflict resolution skills in accordance with workplace procedures
- implementing contingency plans
- maintaining dress code and personal grooming to a professional standard in accordance with regulatory and workplace requirements
- recognising and responding appropriately to cultural differences in the workplace
- reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures
- selecting and using appropriate workplace colloquial and technical language, and communication technologies.

## 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:

- effective customer service techniques including:

- active listening
- appropriate language style and tone of voice
- conversing with people with disabilities
- culturally appropriate communication
- giving customers full attention
- maintaining eye contact (for face-to-face interactions)
- open and closed questions
- speaking clearly and concisely
- writing legibly
- fare structures
- industry and workplace policies and procedures for coordinating taxi industry quality customer service
- personal presentation requirements
- procedures and protocols for providing taxi services to customers
- relevant Australian and state/territory transport and taxi regulations, standards and codes of practice
- relevant state/territory taxi transport subsidy scheme
- relevant work health and safety (WHS)/occupational health and safety (OHS), equal opportunity and anti-discrimination procedures and guidelines
- requirements of customers with specific needs
- requirements of workplace systems and operations, and relevant equipment
- risks involved in workplace operations and related precautions to control the risk
- role of customer service in company profitability
- security and emergency procedures
- services for customers with disabilities
- sources of information and documentation for providing taxi services to customers
- taxi driver role in presenting a positive image to the public and delivering customer service
- typical problems that can occur when providing taxi services to customers 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.

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.

## **Links**

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>