



Australian Government

TLIP0004 Conduct financial transactions and maintain records for a taxi

Release: 1

TLIP0004 Conduct financial transactions and maintain records for a taxi

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 conduct financial transactions and maintain records for a taxi.

It includes operating a taxi meter in accordance with different tariff structures and taxi hire arrangements, calculating fares and handling payment transactions, and maintaining daily records for accounting purposes when providing taxi services. It also includes using basic financial transaction principles, routine procedures and regulatory requirements, as part of taxi driving operations.

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

Pre-requisite Unit

Not applicable.

Competency Field

P – Administration and Finance.

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1 Operate a taxi meter in accordance with

PERFORMANCE CRITERIA

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

1.1 Tariff structures and various forms of taxi hire are identified and applied

tariff structures and hiring arrangements	1.2	Meter functions are identified and applied
	1.3	Meter is operated at beginning, throughout and at the end of hiring, in line with regulations and workplace procedures
	1.4	Meter is used to access information to complete driver running sheet, end-of-shift reports and reconciliation taking/fares
2 Calculate fares and handle payment transactions	2.1	Amount owing is calculated and communicated to customer
	2.2	Amount tendered in cash transactions is checked, and correct change is calculated and given
	2.3	Adequate change is maintained for use in transactions
	2.4	Adequate supplies of dockets, vouchers and point of sale documents are maintained
	2.5	Cash, electronic and non-cash payment transactions are handled in accordance with workplace policy and procedures
	2.6	Hazards are identified, risks are assessed and control measures implemented
	2.7	Security is maintained when handling payments in accordance with workplace security procedures
	2.8	Taxi subsidy scheme transactions are processed in accordance with state requirements
3 Maintain daily records	3.1	Records are completed for all cash, credit and other non-credit transactions in accordance with workplace policy and procedures
	3.2	Calculations to complete driver running sheet are carried out
	3.3	End-of-shift reconciliation is completed
	3.4	Appropriate records are maintained for taxation purposes

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 TLIP2037 Carry out financial transactions and maintain records.

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 TLIP0004 Conduct financial transactions and maintain records for a taxi

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:

- adapting to differences in equipment for use in a taxi in accordance with operating procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- applying relevant agreements, codes of practice, workplace procedures and other legislative requirements
- applying tariff structures and taxi hire arrangements
- communicating and working effectively with others
- completing documentation and maintaining records for taxation purposes
- completing documentation for conducting financial transactions and maintaining records
- conducting cash, credit and other non-cash payment transactions
- filling out documents, vouchers, point of sale documents and other relevant taxi documentation legibly
- identifying and correctly using transaction equipment, processes and procedures to calculate fares and handle payments
- identifying required credit card clearances and transaction limits
- maintaining transaction records and documentation for taxation and other purposes
- modifying activities depending on workplace contexts, risk situations and environments
- operating a taxi meter
- operating electronic payment and communications equipment to required protocols
- planning and prioritising own work, predicting consequences and identifying improvements
- reading, interpreting and following relevant instructions, procedures and information
- selecting and using appropriate aids for carrying out calculations
- selecting and using appropriate mathematical processes when conducting transactions.

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:

- contingency planning for managing and controlling security threats
- hiring arrangements
- implications of credit and financial institution codes of practice
- national taxation system as it relates to taxi drivers
- operational procedures for conducting direct financial transactions with customers in the taxi industry and maintaining records
- relevant state/territory regulations and codes of practice for conducting transactions and maintaining records within taxi operations
- relevant work health and safety (WHS)/occupational health and safety (OHS) procedures and guidelines
- requirements of taxi work systems, operations and relevant equipment
- risks and hazards when carrying out financial transactions and maintaining records, and related precautions to control security threats
- sources of information and documentation needed when conducting financial transactions and maintaining records within the taxi industry
- tariff structures
- taxi meter functions
- taxi subsidy scheme and/or vouchers
- typical problems that occur when carrying out financial transactions and maintaining records in a taxi and appropriate solutions.

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.

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