



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **TLIB2090A Use communication systems in a taxicab**

**Release: 1**

## **TLIB2090A Use communication systems in a taxicab**

### **Modification History**

Not Applicable

### **Unit Descriptor**

#### **Unit Descriptor**

This unit involves the skills and knowledge required to use communication systems in a taxicab. It includes identifying features of the taxicab communication system and operating it effectively; using appropriate communication protocols and communicating with a base; and identifying faulty operation of communication equipment and taking appropriate action. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

### **Application of the Unit**

#### **Application of the Unit**

Work must be carried out in accordance with codes/regulations and workplace requirements relevant to the use of taxicab communication systems in the taxi industry.

Safety checks and equipment tests are performed under limited supervision.

This unit involves the application of established communication principles and practice for taxi drivers and the use of local technical and colloquial language and vocabulary in day-to-day communications.

### **Licensing/Regulatory Information**

Refer to Unit Descriptor

### **Pre-Requisites**

Not Applicable

## **Employability Skills Information**

**Employability Skills**                      This unit contains employability skills.

## **Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

| ELEMENT                                                      | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>1 Identify features of taxi communication system</b>      | <p>1.1 The features and functions of the taxi radio system are identified</p> <p>1.2 The features and functions of the taxi computer dispatch system are identified</p> <p>1.3 The features and functions of the taxi duress alarm system are identified (if fitted)</p>                                                                                                                                                                                                                                                                                                                                           |
| <b>2 Operate taxi communication system</b>                   | <p>2.1 Checks are carried out to confirm communication system is operational in accordance with the manufacturers instructions and workplace procedures</p> <p>2.2 Communication system is used in a manner consistent with road laws and safe driving practices</p> <p>2.3 Communication security is maintained in accordance with workplace procedures</p>                                                                                                                                                                                                                                                       |
| <b>3 Use appropriate communication protocols</b>             | <p>3.1 Received messages are interpreted and recorded where required in accordance with workplace procedures</p> <p>3.2 Messages are transmitted clearly and precisely with due observation of ethics and protocols required of users</p> <p>3.3 Incoming messages are received and answered promptly and courteously within operating procedures and (any) regulatory requirements</p> <p>3.4 Vocal communication is clear, unambiguous and uses appropriate procedures, language and codes</p> <p>3.5 Appropriate protocols and procedures are followed when using communications systems during emergencies</p> |
| <b>4 Maintain communication equipment operational status</b> | <p>4.1 Equipment is checked and maintained in working order in accordance with workplace procedures</p> <p>4.2 Minor faults in the communications systems are promptly identified, diagnosed and repaired or reported in accordance with workplace procedures</p>                                                                                                                                                                                                                                                                                                                                                  |

## Required Skills and Knowledge

### REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

#### Required knowledge:

- Relevant codes of practice and legislative requirements including local regulations
- Relevant OH&S and environmental procedures and regulations

## REQUIRED KNOWLEDGE AND SKILLS

- Workplace procedures and policies for the use of communication systems in a taxicab
- Procedures and protocols for the use of communication systems during an emergency
- Features of various communication systems
- Basic communication techniques including the phonetic alphabet
- Basic principles of effective communication
- Basic barriers to effective communication and how to overcome them

### Required skills:

- Communicate effectively with others when using communication systems in a taxicab, including both during transmission and receipt of information
- Communicate effectively with multilingual persons or persons with limited ability to speak or understand English
- Read and interpret operating instructions, procedures, information and signs relevant to the use of communication systems in a taxicab
- Apply relevant codes of practice
- Complete documentation related to the use of communication systems in a taxicab
- Operate electronic communication equipment to required protocol
- Interpret and follow operational instructions and prioritise work
- Work collaboratively with others when using communication systems in a taxicab
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Identify, report and/or rectify any problems that may arise when using communication systems in a taxicab in accordance with workplace procedures
- Implement contingency plans for unanticipated situations that may occur when using communication systems in a taxicab
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to complete workplace tasks
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Undertake pre-operational checks for communications systems and equipment
- Carry out minor routine maintenance procedures for communications equipment

**Required skills:**

- Plan own work including predicting consequences, identifying improvements and interpreting information from the communication systems to increase opportunities for fares

## Evidence Guide

### EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

**Critical aspects for assessment and evidence required to demonstrate competency in this unit**

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
  - operating a taxicab communication system effectively
  - communicating effectively using communication systems
  - maintaining communication equipment operational status
  - using communication system during emergencies
  - identifying communication system problems or faults and taking appropriate action
  - maintaining workplace records and documentation
  - completing work systematically with the required attention to detail without damage to goods or equipment
  - showing evidence of application of relevant workplace procedures
  - showing evidence of an understanding of relevant regulations and codes
  - showing evidence of an understanding of OH&S regulations and hazard prevention policies and procedures
  - showing evidence of an understanding of workplace procedures and work instructions relating to the use of communication equipment

**Context of and specific resources for assessment**

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:

## EVIDENCE GUIDE

- a range of relevant exercises, case studies and other simulated practical and knowledge assessment, and/or
- access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and/or equipment, and/or
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

### Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through appropriately simulated activities at the registered training organisation, and/or
  - in an appropriate range of situations in the workplace
- Assessment of this unit must be undertaken on actual taxi radio equipment

## Range Statement

### RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Communication system may include:

- computer dispatch
- mobile phone, both on person or hands-free
- vehicle mounted radio
- security equipment, including duress alarm and camera (if fitted)

Equipment and technology may include:

- taxicab
- taxi meter
- radio/computer dispatch
- street directory
- mobile phone

## RANGE STATEMENT

|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Messages are interpreted by:           | <ul style="list-style-type: none"><li>• toll tags</li><li>• active listening</li><li>• two-way conversation</li><li>• questioning to obtain information and/or clarify information and understanding</li><li>• routine oral reporting</li></ul>                                                                                                                                                                                        |
| Communication may involve:             | <ul style="list-style-type: none"><li>• English speaking people</li><li>• people with limited ability to communicate in English</li><li>• people with communication disabilities</li><li>• use of phonetic alphabet</li></ul>                                                                                                                                                                                                          |
| Communication problems may include:    | <ul style="list-style-type: none"><li>• misunderstanding</li><li>• limited ability of others to communicate in English</li><li>• noisy environments or communication channels</li><li>• illegible writing or print</li><li>• use of non-standard vocabulary</li><li>• incorrect assumption that message has been received and or correctly understood</li><li>• not following correct communication protocols and procedures</li></ul> |
| Workplace procedures may include:      | <ul style="list-style-type: none"><li>• relevant regulations, standards and codes of practice</li><li>• relevant Australian and state/territory OH&amp;S legislation</li><li>• equal opportunity legislation and related policies</li></ul>                                                                                                                                                                                            |
| Information/documentation may include: | <ul style="list-style-type: none"><li>• workplace communication procedures, protocols, checklists and instructions</li><li>• manufacturers specifications for communications equipment</li><li>• communication records</li><li>• legislation, regulations and related documentation</li><li>• emergency procedures</li></ul>                                                                                                           |
| Worksite environment may include:      | <ul style="list-style-type: none"><li>• customers</li><li>• depot personnel</li><li>• other drivers</li><li>• managers</li><li>• police and other emergency service personnel</li></ul>                                                                                                                                                                                                                                                |

## Unit Sector(s)

Not Applicable

## **Competency Field**

**Competency Field**

B - Equipment Checking and Maintenance