



# WA Taxi Driver Competency Standards

Competency Units from the Transport and  
Distribution Training Package  
Selected & Customised for Taxi Driver Training

Transport Taxi Unit  
Western Australia

Effective July 1, 2000

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## LEVEL ONE UNITS

Unit (Proposed)

### DEVELOP THE LOCAL GEOGRAPHICAL KNOWLEDGE REQUIRED BY ROAD TRANSPORT DRIVERS

Field H

#### Route Planning and Navigation

**DESCRIPTION:**

To develop a local geographical knowledge of major roads, transport interchanges, suburbs, landmarks, public services and facilities, tourist attractions and central business district required by taxi drivers

Element	Performance Criteria
1. Locate all major roads, highways and suburbs in the metropolitan area	<ul style="list-style-type: none"> <li>a. Major roads are identified and located</li> <li>b. Suburbs along and at the end of major roads are identified and located</li> <li>c. Suburbs accessed by on and off freeway ramps are identified and located</li> <li>d. The main suburbs, with relation to geographical sectors (east, west, north and south) are identified in order of closest proximity to the Central Business District (CBD)</li> <li>e. All bus/taxi lanes into and out of the CBD are located</li> </ul>
2. Locate transport interchanges, jetties, ports, stations and terminals	<ul style="list-style-type: none"> <li>a. Major transport interchanges, jetties, ports, terminals and stations are located</li> <li>b. Major connecting roads entering and exiting main transport interchanges, terminals, jetties, ports and stations are identified and located</li> <li>c. Established taxi ranks at main transport interchanges, jetties, ports, terminals and stations are located with knowledge of popularity and patronage levels</li> <li>d. Special transport, safety, taxi and/ or financial requirements for entering and exiting, main transport interchanges, jetties, ports, terminals and stations are observed</li> </ul>
3. Identify main public services and facilities	<ul style="list-style-type: none"> <li>a. Major sporting venues are identified and located</li> <li>b. Popular entertainment venues are identified and located</li> <li>c. Public secondary schools and tertiary education institutions are identified</li> <li>d. All main public hospitals, emergency entrances and existing taxi ranks (where existing servicing a public hospital) are accurately located</li> <li>e. Main police stations are located</li> </ul>
4. Identify main tourist attractions	<ul style="list-style-type: none"> <li>a. Major hotels are identified and located</li> <li>b. Major suburban shopping centres are identified and located</li> <li>c. Significant cultural and arts centres and venues are identified and located</li> <li>d. Significant historical buildings within the metropolitan area are identified</li> <li>e. Sporting, entertainment and recreational locations and venues are identified</li> <li>f. Main public parks and reserves are identified and features described</li> <li>g. Main coastal attractions and landmarks are described and located</li> <li>h. Central vineyard district is identified</li> </ul>

	<ul style="list-style-type: none"> <li>i. Main scenic routes, places and landmarks of interest to tourists are able to be determined and features described in an appropriate and accurate manner</li> </ul>
5. Demonstrate knowledge of the Central Business District (CBD)	<ul style="list-style-type: none"> <li>a. Streets, major buildings and traffic flow directions of the CBD and city centre are known and applied in determining the most economic route</li> <li>b. City hotel names and locations are identified</li> <li>c. Exit and entry points to the CBD are determined in relation to the final destination and in accordance with selection of the most economical route</li> <li>d. CBD and city centre transport interchanges and taxi ranks are identified and located</li> <li>e. City bus/taxi ranks are identified with knowledge of operating hours, popularity and patronage levels and special conditions</li> </ul>

**RANGE OF VARIABLES**

**DEVELOP THE LOCAL GEOGRAPHICAL KNOWLEDGE REQUIRED BY ROAD TRANSPORT DRIVERS**

<b>Variable</b>	<b>Scope</b>
1. Type of vehicle	<ul style="list-style-type: none"> <li>a. Includes all taxicabs and multi purpose taxicabs</li> </ul>
2. Workplace environment	<ul style="list-style-type: none"> <li>a. Includes all road transport situations, for example:               <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. in the vehicle on the road, stationary or mobile</li> <li>a.3. taxi travel within the metropolitan district/taxi control area</li> <li>a.4. in a range of typical weather conditions</li> </ul> </li> </ul>
3. Road conditions and traffic flows might include	<ul style="list-style-type: none"> <li>a. Wet or stormy weather, fog and/or low lying cloud resulting in poor visibility, peak-hour traffic congestion, reported road-accidents and obstructions impeding traffic flow and road works</li> </ul>
4. Most economic route	<ul style="list-style-type: none"> <li>a. Allows for considerations of traffic flow, road conditions, safety and time taken to complete the trip resulting in the lowest fare recorded on the meter in accordance with taxi regulations</li> </ul>
5. Transport modes include	<ul style="list-style-type: none"> <li>a. Public transport modes include travel by airplanes, trains, buses, and sea vessels</li> </ul>
6. Required local geography knowledge includes	<p>(As listed in 'Required Geographical Knowledge for Taxi Drivers – Perth Metropolitan Area')</p> <ul style="list-style-type: none"> <li>a. Freeways and highways</li> <li>b. Public services and facilities:               <ul style="list-style-type: none"> <li>b.1. public hospitals and medical emergency centres</li> <li>b.2. public secondary schools</li> <li>b.3. tertiary education institutions</li> <li>b.4. sporting, recreational and entertainment venues</li> <li>b.5. police stations</li> </ul> </li> <li>c. Transport interchanges, terminals and stations:               <ul style="list-style-type: none"> <li>c.1. commuter and long distance rail lines and stations</li> </ul> </li> </ul>

	<p>c.2. domestic and international airports and terminals for private and commercial aeroplanes</p> <p>c.3. sea and river ports, jetties and terminals</p> <p>c.4. bus station interchanges</p> <p>c.5. established/supervised taxi ranks</p>
	<p>d. Tourist attractions:</p> <p>d.1. WA Tourist Centre</p> <p>d.2. major hotels and motels</p> <p>d.3. major suburban shopping centres</p> <p>d.4. main cultural/arts centres and venues (museums, art galleries, concert halls and theatres, state library)</p> <p>d.5. significant historical buildings</p> <p>d.6. sporting, gaming, entertainment and recreational locations and venues</p> <p>d.7. main parks (botanical gardens, nature reserves, scenic public parks, wetland areas)</p> <p>d.8. coastal attractions (popular beaches, bays, restaurants, marinas, boat harbours, look-out points)</p> <p>d.9. local vineyard district</p> <p>d.10. main scenic routes, places and landmarks are identified along the given route in accordance with the above features and attractions</p>
7. Level of supervision	a. May be limited or minimum supervision
8. Occupational health and safety standards	a. As per company, industry and statutory requirements
9. Regulations/legislation	<p>a. Road Traffic Act 1974</p> <p>b. Taxi Act 1994 and Taxi Regulations 1995</p> <p>c. Kwinana Freeway bus lane/emergency lane rules and emergency procedures</p>
10. Documentation and reporting system	a. As per company requirements and taxi regulations
11. Procedures	a. Procedures are those prescribed for taxi vehicle and taxi driver by the relevant traffic authority, taxi regulator, industry codes/ protocols and taxi company policies

## EVIDENCE GUIDE

## DEVELOP THE LOCAL GEOGRAPHICAL KNOWLEDGE REQUIRED BY ROAD TRANSPORT DRIVERS

1. Critical aspects of evidence	<p>a. Assessment must confirm sufficient (without a street directory or map) knowledge and skills to:</p> <p>a.1. identify and locate all main arterial roads</p> <p>a.2. identify entry and access to major road systems</p> <p>a.3. identify and locate metropolitan suburbs</p> <p>a.4. select the most appropriate routes, entering and exiting the city centre</p> <p>a.5. identify roads and suburbs connecting with freeways and transport interchanges, terminals, jetties, ports and stations</p> <p>a.6. locate main hotels, motels and tourist attractions</p> <p>a.7. identify all city centre streets, major buildings and traffic flows</p>
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2. Interdependent assessment of units	a. This unit could be assessed in conjunction with <i>Drive Taxi Cabs</i> and other units from the field of route planing and navigation
3. Underpinning skills and knowledge	<p>a. Underpinning knowledge:</p> <ul style="list-style-type: none"> <li>a.1. road laws</li> <li>a.2. freeway bus lane/emergency lane rules and emergency procedures</li> <li>a.3. restrictions to traffic movement at major intersections</li> <li>a.4. traffic patterns and densities</li> <li>a.5. road signs and route markers</li> </ul> <p>b. Underpinning skills:</p> <ul style="list-style-type: none"> <li>b.1. planning work, predicting consequences and identifying improvements</li> <li>b.2. identification of landmarks, features and suburbs</li> <li>b.3. monitoring and anticipating traffic hazards</li> <li>b.4. selection of approved and most economic routes</li> </ul>
4. Resources	<p>a. 'Required Geographical Knowledge for Taxi Drivers – Perth Metropolitan Area'</p> <p>b. Workbook activities and a short answer test. Workbook activities will involve a number of mapping activities. This unit is to be assessed unaided by map books and street directories</p>
5. Consistency	a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance
6. Context	a. Assessment may occur in a simulated work environment. Written and/or oral questions, workbook activities and exercises may be used assess level of knowledge and skill competencies. An 'on-road' practical demonstration will assist in determining the level of competency attained

**DESCRIPTION:**

Participate in interactive workplace communications

Element	Performance Criteria
1. Communicate information about tasks, processes, events or skills	<ul style="list-style-type: none"> <li>a. Communication medium is selected to meet the purpose required</li> <li>b. Multiple operations involving several topics/areas are communicated</li> <li>c. Effective listening skills are demonstrated</li> <li>d. Questions are used to gain additional information</li> <li>e. Sources of information relevant to the communication are identified</li> <li>f. Information is selected and sequences correctly</li> <li>g. Verbal and written reporting is undertaken where required</li> <li>h. Communication is undertaken in both familiar and unfamiliar situations and with familiar and unfamiliar individuals and groups</li> <li>i. Communication in the workplace is clear, courteous and emphatic</li> </ul>
2. Place and receive communications	<ul style="list-style-type: none"> <li>a. On-board computer, security camera and two-way radio communication equipment is identified</li> <li>b. Operate taxi communication and electronic equipment correctly, safely and in accordance with manufacture's specifications, taxi company procedures, safety and legislative requirements</li> <li>c. Outgoing messages are clear, unambiguous and use appropriate language, procedures and query codes as stipulated by taxi company procedures, security, legislative and convention requirements</li> <li>d. Incoming messages are received and answered promptly in accordance with taxi company operating procedures, safety and industry requirements</li> </ul>
3. Maintain communication equipment in an operational status	<ul style="list-style-type: none"> <li>a. Taxi equipment is checked and maintained in working order in accordance with manufacturer's requirements and taxi company, taxi operator, safety and legislative requirements</li> <li>b. Faults are reported for prompt rectification</li> </ul>
4. Participate in group discussions to achieve appropriate work outcomes	<ul style="list-style-type: none"> <li>a. Responses are sought and provided to others in the group</li> <li>b. Constructive contributions are made in terms of the process involved</li> <li>c. Goals or outcomes are communicated and/or recorded</li> </ul>
5. Represent views of the group to others	<ul style="list-style-type: none"> <li>a. Views and opinions of others are understood and accurately reflected</li> </ul>

Variable	Scope
1. General context	<ul style="list-style-type: none"> <li>a. 'Taxi vehicle' includes all taxicabs and multi purpose taxicabs</li> <li>b. Work is performed under limited or minimum supervision</li> <li>c. Customers comprise taxi passenger/s</li> <li>d. Work is undertaken in the taxi vehicle</li> </ul>
2. Workplace environment	<ul style="list-style-type: none"> <li>a. Includes all taxi situations, for example:               <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. work conducted in confined spaces, exposed conditions and controlled or open environment</li> <li>a.3. in the garage and at the depot</li> <li>a.4. in the vehicle on the road, stationery or mobile</li> <li>a.5. at the client's workplace or residence, or public space</li> <li>a.6. in a range of typical weather conditions</li> <li>a.7. with, and without, passengers on board</li> </ul> </li> </ul>
3. Communications in the workplace involve communications with	<ul style="list-style-type: none"> <li>a. Taxi passengers</li> <li>b. Taxi company staff</li> <li>c. Other road users</li> <li>d. Suppliers and staff of suppliers</li> <li>e. Other taxi drivers</li> <li>f. Emergency, and supporting, services staff</li> <li>g. Authorities</li> <li>h. Taxi operator or taxi management company</li> </ul>
4. Regulations/legislation includes	<ul style="list-style-type: none"> <li>a. Taxi Act 1994 and Taxi Regulations 1995</li> <li>b. Occupational Safety and Health Act 1984</li> <li>c. Road Traffic Act 1974</li> <li>d. Voluntary Code of Practice for Taxi Driver Safety</li> <li>e. WA Taxi Driver Code of Conduct</li> <li>f. Taxi company policies and procedures</li> </ul>
5. Occupational health and safety standards	<ul style="list-style-type: none"> <li>a. As per company, industry and statutory requirements</li> <li>b. CabAlert procedures</li> </ul>
6. Suppliers and supporting services include	<ul style="list-style-type: none"> <li>a. Fuel retailers and service stations</li> <li>b. Commercial cleaners</li> <li>c. Mechanical repairers</li> <li>d. Smash repairers</li> </ul>

	<ul style="list-style-type: none"> <li>e. Insurance companies</li> <li>f. Hotel concierge</li> <li>g. Airport concierge and staff</li> <li>h. Other retailers and manufactures of goods and services</li> </ul>
7. Taxi communication technologies/equipment include	<ul style="list-style-type: none"> <li>a. Taxi radio</li> <li>b. Taxi computer</li> <li>c. Security camera</li> <li>d. Global positioning (where applicable)</li> <li>e. Mobile phone (optional)</li> </ul>

## EVIDENCE GUIDE

## Unit TDT E3 97A PARTICIPATE IN WORKPLACE COMMUNICATION

1. Critical aspects of evidence	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer service and work effectively with others</li> <li>a.3. convey information in written and oral form</li> <li>a.4. use colloquial taxi and technical taxi language and taxi communication technologies</li> <li>a.5. identify taxi communication equipment and protocols, written and unwritten rules, codes and rules</li> <li>a.6. operate taxi communication and electronic equipment</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit could be assessed in conjunction with other units that form part of the job role or function</li> </ul>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> <li>a. Underpinning knowledge: <ul style="list-style-type: none"> <li>a.1. identification and layout of communication equipment in a taxi vehicle</li> <li>a.2. communication equipment operational procedures</li> <li>a.3. colloquial and technical taxi language, including M Codes</li> <li>a.4. relevant taxi regulations, traffic laws and impacting legislation</li> <li>a.5. taxi company policies, industry codes and protocols</li> <li>a.6. taxi housekeeping procedures and requirements</li> <li>a.7. reporting requirements, police and taxi company, for emergency situations</li> </ul> </li> <li>b. Underpinning skills: <ul style="list-style-type: none"> <li>b.1. application of relevant taxi industry regulations, policies and requirements</li> <li>b.2. issues resolution process</li> <li>b.3. recognising, and adapting to, the cultural differences of passengers and other drivers</li> <li>b.4. systematically conducting work activities with attention to detail and without damage to the taxi vehicle, self, passengers or other road users</li> <li>b.5. codes of practice/conduct, CabAlert procedures, taxi regulations and taxi company procedures are followed</li> <li>b.6. incidents are managed and reported in accordance with codes of practice/conduct, CabAlert procedures, taxi regulations, road and statutory laws and taxi company procedures</li> <li>b.7. modifies work practices and behaviour to cater for different situations</li> </ul> </li> </ul>

	b.8. Uses taxi communication equipment in accordance with manufacture's specifications, taxi company policies and industry codes
4. Resources	a. Instructions/messages to communicate; communication equipment/systems and codes, protocols & procedures
5. Consistency	a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance
6. Context	a. Assessment may occur on the job or in a simulated work environment

**DESCRIPTION:**

Calculations for routine industry related tasks by manual and electronic processes

Element	Performance Criteria
1. Carry out calculations	<ul style="list-style-type: none"> <li>a. Calculations needed to complete work tasks are performed using the four basic processes of addition, subtraction, multiplication and division</li> <li>b. The functions of a calculator, taxi meter, numeric keyboard or on-board computer are used to perform workplace tasks where required</li> <li>c. Numerical information is self-checked and corrected for accuracy</li> </ul>
2. Prepare fare estimates	<ul style="list-style-type: none"> <li>a. The time and distance to complete a trip to a given destination is estimated</li> <li>b. The approximate fare to a given destination is estimated</li> <li>c. Taxi communications are used to check the estimated fare</li> </ul>
3. Select and use the appropriate fare payment equipment	<ul style="list-style-type: none"> <li>a. The taxi meter is engaged at the correct time and displaying the correct tariff</li> <li>b. The appropriate fare payment equipment is used in accordance with manufacturer's specifications, taxi company policy and procedures and adhering to taxi regulations</li> <li>c. Procedure for logging on to the point of sale equipment is followed</li> </ul>
4. Complete the sale	<ul style="list-style-type: none"> <li>a. At the end of the trip, the fare is calculated in accordance with taxi regulations and customer advised</li> <li>b. Dockets are completed accurately in accordance with the taxi company procedure, method of payment and taxi regulations</li> <li>c. In case of cash transactions, amount tendered is checked and the correct change is calculated and given to the passenger</li> <li>d. Taxi company receipts are completed and given at the request of the passenger in accordance with taxi company policy, taxi regulations, taxi driver codes and Australian Tax Office (ATO) Goods and Services Tax (GST) requirements</li> <li>e. Payment equipment and the taxi meter is cleared and reset</li> <li>f. Using the on-board computer, the driver re-plots as vacant into the appropriate geographical location/area</li> <li>g. The fare details are recorded in the drivers shift log (in accordance with ATO reporting requirements)</li> <li>h. When the taxi is vacant and it is safe to do so, extra cash is stored out of sight or deposited at a bank or in a safe place</li> </ul>
5. Interpret graphical representations of mathematical information	<ul style="list-style-type: none"> <li>a. Information contained in street directories and road map books (represented in symbols, diagrams and pictorial representations) is recognised, interpreted and acted upon</li> </ul>

6. Maintain sales documents	<ul style="list-style-type: none"> <li>a. An adequate supply of dockets, receipts and point of sale documents are maintained in the taxi vehicle</li> <li>b. Record/shift logs are completed for all transactions in accordance with taxi operator and ATO reporting requirements</li> </ul>
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**RANGE OF VARIABLES**

**Unit TDT E5 97A CARRY OUT WORKPLACE CALCULATIONS**

Variable	Scope
1. General context	<ul style="list-style-type: none"> <li>a. 'Taxi vehicle' includes all taxicabs and multi purpose taxicabs</li> <li>b. Work is performed under limited or minimum supervision</li> <li>c. Work is undertaken in the taxi vehicle</li> <li>d. Taxi fares are regulated</li> <li>e. Taxi fares include applying different tariffs and using various payment methods</li> </ul>
2. Workplace environment	<ul style="list-style-type: none"> <li>a. Includes all taxi situations, for example: <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. in the vehicle on the road, stationary or mobile</li> <li>a.3. at the client's workplace or residence, or public space</li> <li>a.4. in a range of typical weather conditions</li> <li>a.5. with, and without, passengers on board</li> </ul> </li> </ul>
3. Taxi fares, services and payment methods	<ul style="list-style-type: none"> <li>a. Taxi fares and services <ul style="list-style-type: none"> <li>a.1. metered taxi fares calculated on appropriate tariff rates</li> <li>a.2. special taxi service fees and charges, such as wedding, tours, funerals and contract fares</li> <li>a.3. detention charges</li> <li>a.4. cleaning charges</li> </ul> </li> <li>b. Fare payment methods (including prepayment) <ul style="list-style-type: none"> <li>b.1. debit and credit cards</li> <li>b.2. subsidised and concession vouchers</li> <li>b.3. credit vouchers</li> <li>b.4. cash or cheque</li> <li>b.5. account method</li> <li>b.6. prepaid taxi vouchers</li> <li>b.7. electronic transfer</li> </ul> </li> </ul>
4. Workplace calculations may include	<ul style="list-style-type: none"> <li>a. Estimation of distance, time and fare charges</li> <li>b. Correct calculation of change</li> <li>c. Correct usage of TUSS calculation tables</li> <li>d. Correct percentage calculated and charged to passengers using concession vouchers</li> <li>e. Road map interpretation</li> <li>f. Use of a simple calculator (optional)</li> <li>g. Maintaining shift income and expense records</li> </ul>

	<ul style="list-style-type: none"> <li>h. Providing correct payment amounts for expense items such as : lease payments, fuel and minor items</li> <li>i. Checking change given to passengers and received from creditors</li> </ul>
5. Regulations/legislation includes	<ul style="list-style-type: none"> <li>a. Taxi Act 1994 and Taxi Regulations 1995</li> <li>b. Taxi company schedule of fare charges</li> <li>c. Taxi company policies and contracts</li> <li>d. Australian Taxation Office legislation and regulations relating to tax returns and GST reporting and remittance requirements</li> </ul>
6. Occupational health and safety standards	<ul style="list-style-type: none"> <li>a. As per company, industry and statutory requirements</li> </ul>
7. Taxi fare equipment and information sources include:	<ul style="list-style-type: none"> <li>a. Taxi fare equipment includes taxi voucher imprint machine, cash float, point of sale equipment, taxi meter; calculation charts; taxi fare schedule rate cards; base operator, on-board computer (where appropriate software exists), calculator (optional)</li> </ul>

**EVIDENCE GUIDE**

**UNIT TDT E5 97A CARRY OUT WORKPLACE CALCULATIONS**

1. Critical aspects of evidence	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. provide customer service</li> <li>a.3. convey information in written and oral form</li> <li>a.4. maintain shift and payment records</li> <li>a.5. use colloquial taxi and technical taxi language, taxi communication and fare equipment and information</li> <li>a.6. selection of appropriate mathematical process</li> <li>a.7. application of appropriate fare tariff</li> <li>a.8. usage of the taxi meter in accordance with meter manufacture's specifications, taxi regulations and taxi company policies</li> <li>a.9. selection and usage of correct fare payment equipment</li> <li>a.10. accurately calculate the fare and passenger proportion at of the trip</li> <li>a.11. accurately calculate change</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit could be assessed in conjunction with other units that form part of the job role or function</li> </ul>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> <li>a. Underpinning knowledge: <ul style="list-style-type: none"> <li>a.1. identification and location of fare calculating and processing equipment and information in a taxi</li> <li>a.2. fare structures and tariffs</li> <li>a.3. approximate distances from main metropolitan geographical land marks, transport terminals and suburbs to given locations</li> <li>a.4. fare equipment operational procedures</li> <li>a.5. colloquial and technical taxi language</li> <li>a.6. relevant taxi regulations, traffic laws and impacting legislation</li> <li>a.7. taxi company policies and industry codes and protocols</li> <li>a.8. taxi housekeeping procedures and requirements</li> <li>a.9. road map symbols</li> <li>a.10. ATO reporting requirements</li> </ul> </li> </ul>

	<p>b. Underpinning skills:</p> <p>b.1. impact of job on passengers, level of taxi patronage, taxi company and taxi industry as a whole</p> <p>b.2. application of relevant taxi industry regulations, policies and requirements</p> <p>b.3. systematically conducting work activities with attention to detail and without damage to the taxi vehicle, self, passengers or other road users</p> <p>b.4. taxi regulations and taxi company procedures are followed</p> <p>b.5. modifies work practices and behaviour to cater for different situations</p> <p>b.6. uses taxi fare payment equipment and information correctly</p> <p>b.7. application of mathematical calculations including addition, subtraction, multiplication and division</p> <p>b.8. application of fare calculation charts</p> <p>b.9. operation of simple mathematical calculators</p> <p>b.10. interpreting maps, street directories and route symbols</p> <p>b.11. correct voucher form completion</p>
4. Resources	a. Access to workplace information, forms and taxi fare equipment
5. Consistency	a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance
6. Context	a. Assessment may occur on the job or in a simulated work environment

**DESCRIPTION:**

Knowledge and skills to follow workplace Occupational Health and Safety procedures

Element	Performance Criteria
1. Identify and follow workplace procedures for hazard identification and risk control	<ul style="list-style-type: none"> <li>a. Workplace procedures for occupational health and safety are identified and related work instructions for controlling risks are accurately followed</li> <li>b. Workplace procedures for dealings with accidents, assaults, fare evasion, theft, fire and emergency are known and followed</li> <li>c. Taxi safety equipment is utilised in accordance with manufacture's specifications, taxi regulations and taxi company procedure to minimise the threat, and actual, risk</li> <li>d. Situations and passenger/s are continually assessed for potential hazards and dangers</li> <li>e. Hazards in the workplace are identified and reported to the taxi cab operator, taxi company or appropriate organisation in accordance with workplace procedure</li> </ul>
2. Identify and act upon signs of fatigue	<ul style="list-style-type: none"> <li>a. Potential causes of fatigue are monitored and action taken to minimise their effects in accordance with company procedure</li> <li>b. Personal warning signs of fatigue are recognised and necessary steps are taken to ensure that effective driving capability is maintained</li> </ul>
3. Contribute to the arrangement for the management of occupational health and safety	<ul style="list-style-type: none"> <li>a. Occupational health and safety issues are raised with the taxicab operator, taxi company and/or appropriate organisation in accordance with workplace procedures and relevant occupational health and safety legislation</li> <li>b. Taxi vehicle and equipment is maintained in working order in accordance with manufacturer's specifications, taxi regulations and taxi company procedure</li> <li>c. Taxi drivers seek information from taxi operators, taxi company, taxi organisations and industry newsletters for continuing occupational health and safety education</li> <li>d. Assistance, where required and/or requested, is provided to other drivers confronting potential, or actual, threats and/or emergencies</li> </ul>
4. Complete occupational health and safety records	<ul style="list-style-type: none"> <li>a. Taxi company incident reports and police incident reports are completed where required in accordance with workplace procedures and legal requirements</li> <li>b. Occupational injuries and infectious diseases are reported in accordance with occupational health and safety and legal requirements</li> </ul>

Variable	Scope
1. Type of vehicle	a. Includes all taxicabs and multi purpose taxicabs
2. Workplace environment	a. Includes all taxi situations, for example:  a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the garage and at the depot a.4. in the vehicle on the road, stationery or mobile a.5. at the client's workplace or residence, or public space a.6. in a range of typical weather conditions
3. Workplace occupational health and safety procedures include:	a. Adherence to driver codes/protocols/procedures:  a.1. Voluntary Code of Practice for Taxi Driver Safety a.2. CabAlert a.3. Protocol for Dealing with Difficult Passengers a.4. WA Taxi Driver Code of Conduct a.5. Fatigue Management for Commercial Vehicle Drivers a.6. Taxi company emergency procedures a.7. Taxi Regulations 1995, Section 13 [1] and [2]
4. Taxi equipment includes	a. Taxi security equipment:  a.1. security camera a.2. alarms a.3. taxi communication, computer and positioning equipment a.4. screen devices (if installed)
5. Applicable state and federal legislation, codes of practice, protocols and Australian standards may include but are not limited to	a. State and federal legislation:  a.1. Occupational Safety and Health Act 1984 a.2. Environmental Protection Act 1986 a.3. Taxi Act 1994 and Taxi Regulations 1995 a.4. Road Traffic Act 1974  b. Codes of practice/conduct/protocols:  b.1. Voluntary Code of Practice for Taxi Driver Safety b.2. Protocol for Dealing with Difficult Passengers b.3. CabAlert b.4. WA Taxi Driver Code of Conduct b.5. Fatigue Management for Commercial Vehicle Drivers b.6. Freeway Bus lane procedures  c. Other procedures and requirements:  c.1. taxi company safety procedures c.2. emergency procedures c.3. special regulatory requirements
6. Level of supervision	a. May be limited or minimum supervision
7. Occupational health and safety standards	a. As per company, industry and statutory requirements

8. Documentation and reporting system	a. As per taxi company requirements and taxi regulations
9. Procedures	a. Procedures are those prescribed for taxi vehicle and taxi driver by the relevant traffic authority, taxi regulator, industry codes/protocols and taxi company policies

**EVIDENCE GUIDE**

**Unit TDT F1 97A FOLLOW OCCUPATIONAL HEALTH AND SAFETY PROCEDURES**

1. Critical aspects of evidence	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> <li>a.1. select safe and legal methods to store and secure luggage and goods carried</li> <li>a.2. locate, interpret and apply relevant information</li> <li>a.3. complete taxi company and police incident reports</li> <li>a.4. use taxi codes, technology and security and safety taxi equipment</li> <li>a.5. follow the procedures and requirements of applicable state and federal legislation, codes of practice, protocols and Australian Standards</li> <li>a.6. use safety precautions appropriate to the task</li> <li>a.7. assessment must confirm sufficient knowledge of causes and effect of fatigue and strategies to prevent fatigue</li> <li>a.8. assessment must confirm the ability to recognise signs of fatigue and take appropriate action</li> </ul>
2. Interdependent assessment of units	<p>a. This unit could be assessed in conjunction with other units that form part of the job role or function</p>
3. Underpinning skills and knowledge	<p>a. Underpinning knowledge:</p> <ul style="list-style-type: none"> <li>a.1. reporting procedures in regard to unsafe situations, broken, faulty or damaged vehicle and/or taxi equipment, sickness and accidents</li> <li>a.2. location and use of safety alarms, cameras and emergency communications systems</li> <li>a.3. road hazard signs</li> <li>a.4. manual assisted lifting and loading techniques</li> <li>a.5. potential, and actual, emergency procedures</li> <li>a.6. bus lane breakdown procedures</li> </ul> <p>b. Underpinning skills:</p> <ul style="list-style-type: none"> <li>b.1. anticipating risk</li> <li>b.2. recognising risk</li> <li>b.3. appraisal of risk</li> <li>b.4. identifying improvements</li> <li>b.5. selecting and applying safety precautions relevant to the situation</li> <li>b.6. equipment and vehicle checking prior to use</li> <li>b.7. codes of practice/protocol, taxi regulations and taxi company procedures are followed</li> <li>b.8. potential problems are identified and reported</li> <li>b.9. actions are taken promptly</li> <li>b.10. accidents and incidents are reported in accordance with codes of practice, CabAlert, taxi regulations, road and statutory laws and taxi company procedures</li> <li>b.11. recognises and appropriately deals with cultural differences, including modes of behaviour and interactions among passengers and other drivers</li> </ul>
4. Resources	<p>a. Access to codes, protocols, CabAlert, taxi company procedures and information on occupational health and safety</p>

5. Consistency	a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance
6. Context	a. Assessment may occur on the job or in a simulated work environment. Written and/or oral questions, work-based projects and exercises may be used assess level of knowledge and skill competencies

**DESCRIPTION:**

Carry out housekeeping duties to maintain a clean and safe work site

Element	Performance Criteria
1. Identify workplace procedures, resources and housekeeping requirements of different areas of the workplace	<ul style="list-style-type: none"> <li>a. Workplace housekeeping procedures are identified</li> <li>b. Equipment and consumables are selected in accordance with work area and passenger requirements</li> <li>c. Specific requirements for driver, vehicle, refuelling and equipment housekeeping are identified and followed</li> <li>d. Requirements for driver 'changeover' are identified</li> </ul>
2. Prepare for the shift	<ul style="list-style-type: none"> <li>a. Check the taxi vehicle for damage and cleanliness</li> <li>b. Check all taxi equipment to ensure it is operational in accordance with manufacturer's requirements and taxi operator and company policy and procedures</li> <li>c. Conduct an inspection of the vehicle, checking for correct vehicle tyre pressure, transmission, brake and battery fluid levels and other critical safety and mechanical items are all in working condition in accordance with manufacturer's specifications, licensing requirements, taxi operator requirements and taxi regulations</li> <li>d. Taxi computer and other equipment is logged on in accordance with taxi company requirements, ATO requirements, taxi legislation and taxi operator requirements</li> <li>e. Taxi driver identification card is displayed in a prominent position in accordance with taxi regulations and regulatory requirements</li> </ul>
3. Monitor and maintain cleanliness and tidiness in the workplace	<ul style="list-style-type: none"> <li>a. Initiative is used to continuously monitor and maintain the cleanliness and tidiness of the taxi environment</li> <li>b. The taxi environment is maintained to a standard which is pleasant and comfortable for the passenger and in accordance with taxi company and taxi operator policy</li> <li>c. Housekeeping issues are raised with taxi operator</li> <li>d. Cleaning equipment and minor replacement items stocks are maintained and tidily stored</li> <li>e. Personal appearance, dress and hygiene are maintained so as not to cause offence or discomfort to the passenger/s and in accordance with taxi company policy</li> <li>f. Personal dress will conform to taxi regulations and taxi company dress code/regulations</li> </ul>
4. Complete assigned housekeeping duties at the end of the shift	<ul style="list-style-type: none"> <li>a. Assigned housekeeping duties are conducted following workplace procedure ensuring that: <ul style="list-style-type: none"> <li>a.1. waste is removed</li> <li>a.2. maintenance requirements of any damaged items are notified to the taxi operator</li> <li>a.3. schedules and logs for housekeeping activities are maintained when required by the taxi operator</li> </ul> </li> </ul>

	<p>a.4. shift records are completed in accordance with ATO reporting requirements</p> <p>a.5. the workplace is checked and meets requirements of taxi company and taxi operator requirements</p> <p>b. Taxi computer and equipment is logged off in accordance with taxi company procedure and taxi operator requirements</p>
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**RANGE OF VARIABLES**

**Unit TDT F2 97A CONDUCT HOUSEKEEPING ACTIVITIES**

Variable	Scope
1. Type of vehicle	a. Includes all taxicabs and multi purpose taxicabs
2. Workplace environment	<p>a. Includes all taxi situations, for example:</p> <p>a.1. taxi interior, boot and external body</p> <p>a.2. operations conducted at day or night</p> <p>a.3. work conducted in confined spaces, exposed conditions and controlled or open environment</p> <p>a.4. in the garage and at the depot</p> <p>a.5. in the vehicle on the road, stationery or mobile</p> <p>a.6. at the client's workplace or residence, or public space</p> <p>a.7. in a range of typical weather conditions</p>
3. Housekeeping duties may include	<p>a. Monitoring and maintaining the taxi interior, including:</p> <p>a.1. interior windscreen</p> <p>a.2. free of smoke-residual</p> <p>a.3. free of dirt/dust/litter and residues</p> <p>a.4. floor mats swept and clean</p> <p>a.5. vacuumed</p> <p>a.6. a pleasant smelling environment with no offensive odours</p> <p>a.7. a box of tissues</p> <p>a.8. documents, booklets, street directories, payment equipment and vouchers are neatly stored</p> <p>a.9. the taxi boot clean and free of clutter, the spare tyre is operational and equipment is safely and neatly stored</p> <p>a.10. waste is promptly disposed of</p> <p>b. Monitoring and maintaining the taxi's exterior:</p> <p>b.1. the taxi is washed and clean, free of dust and dirt</p> <p>b.2. required taxi signage is displayed in accordance with Transport requirements and taxi company policies</p> <p>b.3. damage to panels and parts is reported to the taxi owner for prompt repair</p> <p>c. Driver changeover:</p> <p><i>Pre-shift</i></p> <p>c.1. the taxi vehicle is checked for damage and cleanliness</p> <p>c.2. taxi equipment is checked to ensure it is fully operational</p> <p>c.3. the mechanical condition of the taxi is checked to ensure it is safe and complies with taxi industry requirements and policy</p> <p>c.4. the taxi computer and equipment is logged on</p> <p><i>Post-shift</i></p> <p>c.5. driver to sweep mats, clean windscreen and interior and exterior of taxi in accordance with taxi operator and taxi company requirements</p> <p>c.6. taxi is be refuelled for changeover</p> <p>c.7. taxi equipment to be logged-off/shut down in accordance with manufacturer's specifications, taxi company and taxi operator end of</p>

	<p>shift procedures and requirements</p> <p>c.8. personal belongings and equipment to be taken out of the taxi</p> <p>c.9. passengers goods left behind are to be taken out of the taxi and reported to the nearest police station in accordance with taxi regulations and taxi company lost property procedures</p> <p>c.10. inspect the interior and exterior for damage</p> <p>c.11. report any damage and/or maintenance to the taxi operator.</p> <p>c.12. replenish stationery supplies or report requirements to the taxi operator</p> <p>c.13. dispose of waste</p> <p>c.14. where appropriate, vehicle is locked and secured in a safe area</p> <p>c.15. shift is to be completed punctually</p> <p>d. Personal hygiene:</p> <p>d.1. taxi company dress code is adhered to and correctly worn</p> <p>d.2. clothing is clean, neat and not unpleasant smelling</p> <p>d.3. driver regularly baths and is clean without offensive odours</p>
4. Taxi equipment includes	<p>a. Taxi equipment includes:</p> <p>a.1. camera</p> <p>a.2. taxi meter</p> <p>a.3. alarms</p> <p>a.4. taxi communication, computer and positioning equipment</p> <p>a.5. screen devices (if installed)</p> <p>a.6. voucher docket booklets and forms</p> <p>a.7. manual and electronic payment equipment</p> <p>a.8. street directory</p> <p>a.9. torch</p> <p>a.10. reference books such as telephone directory and tourist guides</p> <p>a.11. working tyre jack and wheel brace</p> <p>a.12. mobile telephone</p> <p>a.13. seat covers</p> <p>a.14. personal first aid kit (optional)</p> <p>a.15. change machine</p> <p>a.16. receipt cards</p> <p>a.17. pens and paper</p>
5. Applicable state and federal legislation, codes of practice, protocols and Australian Standards	<p>a. May include but are not limited to:</p> <p>a.1. Occupational Safety and Health Act 1984</p> <p>a.2. Environmental Protection Act 1986</p> <p>a.3. Taxi Act 1994 and Taxi Regulations 1995</p> <p>a.4. WA Taxi Driver Code of Conduct</p> <p>a.5. taxi company standards, procedures and policies</p> <p>a.6. taxi operator agreements and requirements</p> <p>a.7. Road Traffic Act 1974</p>
6. Level of supervision	<p>a. May be limited or minimum supervision</p>
6. Occupational health and safety standards	<p>a. As per company, industry and statutory requirements</p>
7. Documentation and reporting system	<p>a. As per taxi company requirements, taxi regulations, taxi driver codes/protocols, taxi operator requirements and ATO reporting requirements</p>
8. Procedures	<p>a. Procedures are those prescribed for taxi vehicle and taxi driver by the relevant traffic authority, taxi regulator, industry codes/protocols and taxi company policies</p>

<p>1. Critical aspects of evidence</p>	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> <li>a.1. locate, interpret and apply relevant information</li> <li>a.2. dispose of waste materials</li> <li>a.3. follow housekeeping procedures for different work areas</li> <li>a.4. use relevant cleaning tools and materials</li> <li>a.5. safely handle and storage of cleaning products</li> <li>a.6. explain the reasons for maintaining a clean and tidy personal appearance</li> <li>a.7. explain the reasons for maintaining a clean and tidy taxi</li> <li>a.8. complete housekeeping inspection requirements</li> <li>a.9. conduct pre-shift and post-shift housekeeping activities</li> <li>a.10. report any damage or problem areas to the taxi operator</li> <li>a.11. maintain a clean and pleasant smelling taxi and clean level of personal hygiene</li> </ul>
<p>2. Interdependent assessment of units</p>	<p>a. This unit could be assessed in conjunction with other units that form part of the job role or function</p>
<p>3. Underpinning skills and knowledge</p>	<p>a. Underpinning knowledge:</p> <ul style="list-style-type: none"> <li>a.1. reporting procedures</li> <li>a.2. housekeeping requirements</li> <li>a.3. maintenance procedures for housekeeping activities and equipment</li> <li>a.4. taxi company and taxi operator policies, requirements and procedures</li> <li>a.5. waste, pollution and recycling management process</li> <li>a.6. occupational health and safety requirements</li> </ul> <p>b. Underpinning skills:</p> <ul style="list-style-type: none"> <li>b.1. application of relevant taxi industry requirements</li> <li>b.2. identification of correct use of equipment, processes and procedures</li> <li>b.3. maintenance procedures for housekeeping and taxi equipment</li> <li>b.4. systematically completing tasks</li> <li>b.5. paying attention to detail</li> <li>b.6. not causing damage to the vehicle or equipment</li> <li>b.7. identifying improvements</li> <li>b.8. apply safety precautions relevant to the task</li> <li>b.9. following recognised housekeeping procedures</li> </ul>
<p>4. Resources</p>	<p>a. Having access to:</p> <ul style="list-style-type: none"> <li>a.1. necessary housekeeping and cleaning equipment</li> <li>a.2. reporting procedure, taxi company and taxi operator requirements</li> <li>a.3. relevant occupational health and safety regulations</li> <li>a.4. a suitable vehicle</li> </ul>
<p>5. Consistency</p>	<p>a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance</p>
<p>6. Context</p>	<p>a. Assessment may occur on the job or in a simulated work environment</p>

**DESCRIPTION:**

Knowledge and skills required to apply workplace procedures to work conduct

Element	Performance Criteria
1. Identify organisational structure of the industry	<ul style="list-style-type: none"> <li>a. Organisation structure of the industry is identified</li> <li>b. Roles and functions and inter-relationships of industry organisations are identified</li> <li>c. Equipment and technology used in the workplace is outlined in terms of function, location and physical characteristics</li> <li>d. Individual responsibilities under taxi company and taxi operator agreements and industry codes, legislation and regulations are acted on in the conduct of duties and activities</li> </ul>
2. Apply ethical practices	<ul style="list-style-type: none"> <li>a. Workplace procedures, regulations and legislation are identified and followed</li> <li>b. Commitments and undertakings to the taxi operator, taxi company and passenger/s are met</li> <li>c. Required confidentiality is maintained</li> <li>d. Documented taxi driver codes and protocols, and unwritten rules of driver conduct are applied</li> <li>e. Taxi security and sensitive information confidentiality is maintained</li> </ul>
3. Receive and act constructively on personal feedback	<ul style="list-style-type: none"> <li>a. Suggestions on ways to improve work are sought regularly from the taxi operator, customers, taxi company and/or peers</li> <li>b. Feedback is acted upon as required to improve work performance</li> </ul>

**RANGE OF VARIABLES****Unit TDT G4 98A UNDERTAKE WORKPLACE ORIENTATION**

Variable	Scope
1. Type of vehicle	<ul style="list-style-type: none"> <li>a. Includes all taxicabs and multi purpose taxicabs</li> </ul>
2. Workplace environment	<ul style="list-style-type: none"> <li>a. Includes all taxi situations, for example: <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. work conducted in confined spaces, exposed conditions and controlled or open environment</li> <li>a.3. with, or without passengers</li> <li>a.4. in the vehicle on the road, stationery or mobile</li> <li>a.5. at the client's workplace or residence, or public space</li> <li>a.6. in a range of typical weather conditions</li> </ul> </li> </ul>
3. Industry organisations	<ul style="list-style-type: none"> <li>a. Include, but are not limited to: <ul style="list-style-type: none"> <li>a.1. Transport Taxi Unit</li> <li>a.2. peak representative industry body/ organisation</li> <li>a.3. taxi companies</li> <li>a.4. taxi management companies</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>a.5. taxi driver training schools</li> <li>a.6. taxi driver and owner member organisations</li> </ul>
4. Sources of information, policies, protocols, codes, regulations and legislation	<ul style="list-style-type: none"> <li>a. Taxi industry policies, protocols, codes, procedures and regulations include: <ul style="list-style-type: none"> <li>a.1. Voluntary Code of Practice for Taxi Driver Safety</li> <li>a.2. Protocol for Dealing with Difficult Passengers</li> <li>a.3. WA Taxi Driver Code of Conduct</li> <li>a.4. Taxi company procedures and policies</li> <li>a.5. CabAlert</li> <li>a.6. taxi driver lease agreement</li> <li>a.7. taxi ownership conditions</li> <li>a.8. taxi operator procedures</li> </ul> </li> <li>b. Legislative and statutory requirements: <ul style="list-style-type: none"> <li>b.1. Road Traffic Act 1974</li> <li>b.2. Taxi Act 1994 and Taxi Regulations 1995</li> <li>b.3. Occupational Safety and Health Act 1984</li> </ul> </li> </ul>
5. Level of supervision	<ul style="list-style-type: none"> <li>a. May be limited or minimum supervision</li> </ul>
6. Occupational health and safety standards	<ul style="list-style-type: none"> <li>a. As per company, industry and statutory requirements</li> </ul>
7. Documentation and reporting system	<ul style="list-style-type: none"> <li>a. As per taxi industry and company requirements and taxi regulations</li> </ul>
8. Procedures	<ul style="list-style-type: none"> <li>a. Procedures are those prescribed by the relevant traffic authority, taxi regulator, industry codes/protocols and taxi company policies</li> </ul>

**EVIDENCE GUIDE**

**Unit TDT G4 98A UNDERTAKE WORKPLACE ORIENTATION**

1. Critical aspects of evidence	<ul style="list-style-type: none"> <li>a. Assessment must confirm sufficient knowledge and skills to: <ul style="list-style-type: none"> <li>a.1. communicate effectively orally and in writing</li> <li>a.2. respond appropriately to radio and verbal enquires</li> <li>a.3. explain the purpose and requirements of the customers needs and the impact of that relationship to the industry, taxi company structure, environment, legal and government requirements</li> <li>a.4. identify workplace structure and services, role, rights and responsibilities of the taxi driver</li> <li>a.5. describe taxi vehicle and equipment operating procedure and documentation requirements</li> <li>a.6. describe taxi driver obligation to the taxi operator under a lease agreement and in terms of operating hours, occupational health and safety requirements, housekeeping, prompt lease and creditor payments, taxation and bookkeeping and termination notice period requirements</li> <li>a.7. identify taxi services and vehicles</li> <li>a.8. locate, interpret and apply relevant information</li> <li>a.9. identify and safely handle, taxi equipment</li> <li>a.10. apply hierarchy of control</li> <li>a.11. use where necessary, taxi driver safety precautions and equipment</li> <li>a.12. apply industry codes of conduct, code of practice and protocols</li> </ul> </li> </ul>
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2. Interdependent assessment of units	a. This unit could be assessed in conjunction with any units that form part of the job function
3. Underpinning skills and knowledge	<p>a. Underpinning knowledge:</p> <ul style="list-style-type: none"> <li>a.1. implications of occupational health and safety legislation and industry codes/protocols and procedures</li> <li>a.2. licence requirements and taxi regulations</li> <li>a.3. taxi company operational procedures</li> <li>a.4. taxi equipment manufacturer's specifications and operating instructions</li> </ul> <p>b. Underpinning skills</p> <ul style="list-style-type: none"> <li>b.1. reading and interpreting a simple statements</li> <li>b.2. use of taxi communication and emergency equipment</li> <li>b.3. applying safety precautions relevant to the situation</li> <li>b.4. traffic control at an accident site</li> <li>b.5. uses organisational structures effectively to complete job functions and activities</li> <li>b.6. application of relevant workplace procedures, housekeeping requirements, policies, codes, instructions, protocols, regulation and legislative requirements</li> </ul>
4. Resources	a. Access to workplace structure, industry codes/procedures, regulation, legislation and policy
5. Consistency	a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance
6. Context	a. Assessment may occur on the job or in a simulated workplace environment. Oral and/or written questioning on underpinning knowledge and skills can be utilised

## TOURISM UNIT

NOTE: This is a National Hospitality and Tourism Training Package unit and has been customised to meet Perth taxi driver requirements.

Unit **THHCOR 02 A**

**WORK IN A SOCIALLY DIVERSE ENVIRONMENT**

Field

**Tourism/Hospitality (Common Core Unit)**

### DESCRIPTION:

This unit deals with the cultural awareness that is required by all people working in the tourism and hospitality industries. It includes the cultural and social awareness required for serving customers and working with colleagues from diverse backgrounds

Element	Performance Criteria
1. Communicate with customers and colleagues from diverse backgrounds	<ul style="list-style-type: none"><li>a. Customers and colleagues from all cultural groups are valued and treated with respect and sensitivity</li><li>b. Verbal and non-verbal communication takes account of cultural differences</li><li>c. Where language barriers exist, efforts are made to communicate through use of gestures, appropriate body language or simple words in the other person's language</li><li>d. Assistance from colleagues, taxi company base operators, reference books or outside organisations is obtained when required</li></ul>
2. Deal with cross cultural misunderstandings	<ul style="list-style-type: none"><li>a. Issues which may cause conflict or misunderstanding in the taxi workplace are identified</li><li>b. Difficulties are addressed with the appropriate people and assistance is sought from other drivers, taxi company base operators and other organisations</li><li>c. When difficulties or misunderstandings occur, possible cultural differences are considered</li><li>d. Efforts are made to resolve the misunderstanding, taking account of cultural considerations</li><li>e. Issues and problems are referred to the appropriate organisation for follow up</li></ul>
3. Provide service to passengers from diverse backgrounds	<ul style="list-style-type: none"><li>a. Passengers from different groups within society are treated with equal consideration, respect and sensitivity</li><li>b. Participants are aware of how requirements of passengers from various groups within society can differ</li><li>c. Questions are used to clarify the passenger's expectations, requirements and/or concerns</li><li>d. Appropriate action is identified and taken in response to passengers' requirements</li><li>e. Methods to improve service to passengers are identified</li></ul>
4. Apply ethical practices	<ul style="list-style-type: none"><li>a. Participant is aware of, and applies, anti-discrimination practices and behaviours in accordance with anti-discrimination legislation, ethical practices and the WA Taxi Driver Code of Conduct</li><li>b. Industry legislation, regulations and taxi driver codes are observed</li></ul>

Variable	Scope
1. General context	<ul style="list-style-type: none"> <li>a. 'Taxi vehicle' includes all taxicabs and multi purpose taxicabs</li> <li>b. Work is performed under limited or minimum supervision</li> <li>c. Customers comprise taxi passenger/s</li> <li>d. Work is undertaken in the taxi vehicle</li> </ul>
2. Workplace environment	<ul style="list-style-type: none"> <li>a. Includes all taxi situations, for example: <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. work conducted in confined spaces, exposed conditions and controlled or open environment</li> <li>a.3. in the garage or at the depot</li> <li>a.4. in the vehicle on the road, stationary or mobile</li> <li>a.5. at the passenger's workplace or residence, or public space</li> <li>a.6. in a range of typical weather conditions with, and without, passengers on board</li> </ul> </li> </ul>
3. Differences	<ul style="list-style-type: none"> <li>a. Cultural differences may include but are not limited to those of the following nature: <ul style="list-style-type: none"> <li>a.1. race</li> <li>a.2. language</li> <li>a.3. special needs</li> <li>a.4. disabilities</li> <li>a.5. family structure</li> <li>a.6. gender</li> <li>a.7. age</li> <li>a.8. sexual preferences</li> </ul> </li> <li>b. Other cultural differences may include but are not limited to: <ul style="list-style-type: none"> <li>b.1. language spoken</li> <li>b.2. forms of address</li> <li>b.3. levels of formality/informality</li> <li>b.4. non-verbal behaviour</li> <li>b.5. work ethics</li> <li>b.6. personal grooming</li> <li>b.7. family obligations</li> <li>b.8. recognised holidays</li> <li>b.9. customs</li> <li>b.10. special needs</li> <li>b.11. service/product preferences</li> </ul> </li> <li>c. Different customer groups in society include, but are not limited to: <ul style="list-style-type: none"> <li>c.1. elderly people</li> <li>c.2. families with young children</li> <li>c.3. young passengers (unaccompanied)</li> <li>c.4. non-English speaking people</li> <li>c.5. international/interstate visitors</li> <li>c.6. business people</li> <li>c.7. people with disabilities</li> </ul> </li> </ul>

<p>4. Attempts to overcome language barriers may be made to</p>	<ul style="list-style-type: none"> <li>a. Meet and greet/farewell passengers</li> <li>b. Give simple directions/instructions</li> <li>c. Answer simple questions</li> <li>d. Prepare for, serve and assist passengers</li> <li>e. Describe taxi services</li> </ul>
<p>5. Outside organisations may include but are not limited to</p>	<ul style="list-style-type: none"> <li>a. Interpretative services</li> <li>b. Taxi company base operators</li> <li>c. Taxi organisations</li> <li>d. Transport Taxi Unit</li> <li>e. Taxi owner/ operator</li> </ul>
<p>6. Regulations, legislation, industry codes and protocols include</p>	<ul style="list-style-type: none"> <li>a. Taxi Act 1994 and Taxi Regulations 1995</li> <li>b. WA Taxi Driver Code of Conduct</li> <li>c. Protocol for Dealing with Difficult Passengers</li> <li>d. Voluntary Code of Practice for Taxi Driver Safety</li> <li>e. Occupational Safety and Health Act 1984</li> <li>f. Equal Opportunity Act 1984</li> </ul>

**EVIDENCE GUIDE**

**Unit THHCOR 02 A WORK IN A SOCIALLY DIVERSE ENVIRONMENT**

<p>1. Underpinning skills and knowledge</p>	<ul style="list-style-type: none"> <li>a. Principles that underpin cultural awareness</li> <li>b. Recognition of the different cultural groups in Australian society</li> <li>c. Basic knowledge of the culture of Australia's indigenous and non-indigenous peoples</li> <li>d. Recognition of various international tourist groups (those likely to hire taxis in Perth)</li> <li>e. Equal opportunity legislation, taxi regulations and taxi driver codes, as they apply to taxi drivers</li> </ul>
<p>2. Context of assessment</p>	<ul style="list-style-type: none"> <li>a. This unit may be assessed on or off the job. Assessment should include a form of practical demonstration either in the workplace or through a simulation. This should be supported by other methods to assess underpinning knowledge and take into account the cultural context of the taxi industry and cultural background of the participant</li> </ul>

<p>3. Critical aspects of assessment</p>	<ul style="list-style-type: none"> <li>a. Assessment should take account of the cultural variances of participants and likely taxi passengers that apply in particular situations</li> <li>b. Look for: <ul style="list-style-type: none"> <li>b.1. knowledge of what it means to be culturally aware</li> <li>b.2. knowledge and understanding of the WA Taxi Driver Code of Conduct</li> <li>b.3. ability to communicate effectively with customers and colleagues from a broad range of social, cultural and economic backgrounds as required for the job role</li> </ul> </li> </ul>
<p>4. Linkages to other units</p>	<ul style="list-style-type: none"> <li>a. This is a core unit that underpins effective performance in all other TDT units. It is recommended that this unit is assessed/trained in conjunction with other TDT customer service and communication units</li> </ul>

## LEVEL TWO UNITS

**Unit**    TDT C9 97A

**DRIVE TAXICABS**

**Field**    C

**Driving Vehicle**

**DESCRIPTION:**

Knowledge and skills to drive a taxicab safely, including systematic and efficient control of all vehicle functions and effective management of hazardous situations

Element	Performance Criteria
1. Drive the taxi	<ul style="list-style-type: none"> <li>a. The taxi is started, steered, manoeuvred and stopped in accordance with traffic and transport regulations and manufacturer's instructions</li> <li>b. Engine power is managed to ensure efficiency and performance and to minimise engine transmission damage</li> <li>c. Vehicle movement is smooth and controlled so as to avoid accidents and ensure a safe and comfortable journey</li> <li>d. Driving hazards are identified and/or anticipated and avoided or controlled through defensive driving</li> <li>e. Steps are taken to ensure that concentration is maintained</li> <li>f. Courtesy is displayed to other road users</li> <li>g. The taxi is driven in reverse, maintaining visibility and achieving accurate positioning</li> <li>h. The taxi is parked, shut down and secured in accordance with manufacturer's specifications, traffic regulations and taxi operator and company procedures</li> <li>i. Taxi meter and taxi equipment is used in accordance with government regulations, manufacturer's specifications and taxi company policy and procedures</li> </ul>
2. Monitor traffic and road conditions	<ul style="list-style-type: none"> <li>a. The most economic route of travel is taken, unless otherwise directed by the passenger, through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations</li> <li>b. Traffic and road conditions are constantly monitored and acted upon to ensure no injury to people or damage to property, equipment, loads and facilities</li> </ul>
3. Monitor and maintain vehicle performance	<ul style="list-style-type: none"> <li>a. Taxi performance is monitored through pre-operational inspections and on going checks of the vehicle</li> <li>b. Taxi is maintained in accordance with State licensing, taxi regulations and taxi company standards</li> <li>c. Performance and efficiency of taxi operation is monitored during use</li> <li>d. Damage to the vehicle, defective or irregular performance or malfunctions are repaired or reported to the appropriate authority in accordance with taxi operator and company procedures</li> <li>e. Vehicle records are maintained/updated and information is processed in accordance with taxi operator requirements and taxi company procedures</li> <li>f. Instruments and gauges are regularly monitored to ensure vehicle operation is safe and in accordance with vehicle specifications, traffic regulations and company policy</li> </ul>

Variable	Scope
1. Type of vehicle	a. Includes all taxicabs and multi purpose taxicabs
2. Workplace environment	a. Includes all road transport situations, for example: <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. work conducted in confined spaces, exposed conditions and controlled or open environment</li> <li>a.3. in the garage and at the depot</li> <li>a.4. in the vehicle on the road</li> <li>a.5. at the client's workplace or residence</li> <li>a.6. in a range of typical weather conditions</li> </ul>
3. Taxi equipment and technology	a. Includes all form of technology used in taxis for example, taximeters, cameras, radio, computer dispatch and positioning systems
4. Pre-operational inspection items include	a. Taxi vehicle is inspected for damage b. Tyre air levels are checked and adjusted according to manufacturer's specifications c. Fluid levels are checked and adjusted following manufacturer's specifications and taxi operators instructions d. Taxi equipment is checked to ensure it is operational within manufacturer's specifications, taxi legislation and regulations, and taxi company policy e. Basic vehicle maintenance procedures are undertaken where minor faults are diagnosed in accordance with manufacturer's specifications and taxi owner/operators instructions f. Panel damage, equipment faults, mechanical and electrical faults are reported to the taxicab owner/operator in accordance with their requirements
5. Level of supervision	a. May be limited or minimum supervision
6. Occupational health and safety standards	a. As per company, industry and statutory requirements
7. Regulations/legislation	a. Road Traffic Act 1974 b. Kwinana Freeway bus lane/emergency lane rules and emergency procedures c. Taxi Act 1994 and Taxi Regulations 1995 d. Emergency procedures
8. Documentation and reporting system	a. As per taxi company requirements b. As per taxi operator requirements c. As per ATO reporting requirements

9. Procedures	a. Procedures are those prescribed for the specific vehicle by the relevant traffic authority, vehicle manufacturer, taxi operator and taxi company policies
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**EVIDENCE GUIDE**

**Unit TDT C9 97A DRIVE TAXICABS**

1. Critical aspects of evidence	a. Assessment must confirm sufficient knowledge of the requirements for the transport of passengers under varying traffic, road and weather conditions
2. Interdependent assessment of units	a. This unit could be assessed in conjunction with any other units that form part of the job role or function
3. Underpinning skills and knowledge	<p>a. Underpinning knowledge:</p> <ul style="list-style-type: none"> <li>a.1. road laws</li> <li>a.2. vehicle handling procedures</li> <li>a.3. basic vehicle maintenance</li> <li>a.4. vehicle controls</li> <li>a.5. efficient driving techniques</li> <li>a.6. freeway bus lane/emergency lane rules and emergency procedures</li> <li>a.7. entry and access to major road systems</li> <li>a.8. restrictions to traffic movement at major intersections</li> <li>a.9. traffic patterns and densities</li> </ul> <p>b. Underpinning skills:</p> <ul style="list-style-type: none"> <li>b.1. defensive driving techniques</li> <li>b.2. reading</li> <li>b.3. map reading</li> <li>b.4. monitoring and anticipating traffic hazards</li> <li>b.5. diagnose and rectify basic mechanical faults</li> <li>b.6. monitor and maintain vehicle performance</li> <li>b.7. use of taximeters, taxi equipment and taxi technology</li> <li>b.8. stress management</li> <li>b.9. selection of most 'economic' routes</li> </ul>
4. Resources	a. Assessment of this competency will require access to a taxicab in working hours
5. Consistency	a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance
6. Context	<p>a. Competence must be demonstrated for the class of vehicle concerned in usual operational situations, in varied weather conditions, with passengers. Assessment should include both with and without passengers</p> <p>b. Assessment of this unit of competence will usually require observation of real or simulated work processes and procedures; quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes</p>

**DESCRIPTION:**

Knowledge and skills to process workplace documentation in the taxi industry

Element	Performance Criteria
1. Plan documentation	<ul style="list-style-type: none"> <li>a. Purpose of workplace documentation is identified and confirmed</li> <li>b. Information for completion of the workplace documentation is collected, analysed and organised as required</li> </ul>
2. Complete documentation	<ul style="list-style-type: none"> <li>a. Required documentation is prepared, or forms completed, in accordance with taxi company procedures, taxi operator requirements and Australian Taxation Office (ATO) reporting requirements</li> <li>b. Taxation reporting and remittance requirements are met on, or before, due dates in compliance with format, payment and reporting requirements</li> <li>c. Adequate supply of forms, payment vouchers and receipts, are maintained in the taxi vehicle</li> <li>d. Payment vouchers are completed in accordance with taxi company policy and taxi legislation and regulations</li> <li>e. Shift logs and taxi operator diaries are maintained accurately and in a timely manner in accordance with taxi company requirements, taxi operator requirements and ATO reporting requirements</li> </ul>

**RANGE OF VARIABLES****Unit TDT E8 97A PROCESS WORKPLACE DOCUMENTATION**

Variable	Scope
1. General context	<ul style="list-style-type: none"> <li>a. 'Taxi vehicle' includes all taxicabs and multi purpose taxicabs</li> <li>b. Work is performed under limited or minimum supervision</li> <li>c. Taxi driver is classified as 'self employed' and registers for an Australian Business Number (ABN) for the purposes of collecting goods and services tax (GST)</li> <li>d. Sales revenue is derived from passenger fare income and/or driver lease payments</li> <li>e. Sales revenue is made up of cash and non-cash receipts</li> </ul>
2. Records include	<ul style="list-style-type: none"> <li>a. Includes all financial information, for example, sales revenue, taxi cash floats, shift logs, expense invoices and receipts, tax and GST collection and input credit information</li> </ul>
3. Type of documents	<ul style="list-style-type: none"> <li>a. Taxi documentation includes: <ul style="list-style-type: none"> <li>a.1. payment voucher books</li> <li>a.2. customer receipts</li> <li>a.3. EFTPOS dockets and summary shifts</li> <li>a.4. shift summary reports &amp; remittance advice reports (ATO requirements)</li> <li>a.5. taxi operator diary</li> <li>a.6. taxi company docket cashing summary forms</li> </ul> </li> </ul>

4. Regulations/legislation includes	<ul style="list-style-type: none"> <li>a. Taxi Act 1994 and Taxi Regulations 1995</li> <li>b. Taxi company policies</li> <li>c. Taxation laws</li> <li>d. Other statutory requirements</li> </ul>
5. Sources of information include	a. Sources of information for completing documentation include taxi company procedures and docket completion and cashing requirements, taxi regulations, ATO Taxi Project Team publications and periodic taxi industry reports and publications

## EVIDENCE GUIDE

## Unit TDT E8 97A PROCESS WORKPLACE DOCUMENTATION

1. Critical aspects of evidence	<ul style="list-style-type: none"> <li>a. Assessment must confirm sufficient knowledge of taxi company requirements, and ATO reporting and remittance requirements, for the completion of taxi documentation</li> <li>b. Assessment must confirm the ability to apply this knowledge in the real or simulated taxi environment to complete taxi documentation and maintain accurate records complying with taxi company and ATO requirements</li> </ul>
2. Interdependent assessment of units	a. This unit could be assessed in conjunction with <i>Carry Out Workplace Calculations</i> and other units that form part of the job role or function
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> <li>a. Underpinning knowledge <ul style="list-style-type: none"> <li>a.1. requirements for taxi documentation, forms, logs, diaries and remittance advice.</li> <li>a.2. Taxi Act 1994 and Taxi Regulations 1995</li> <li>a.3. taxi company policies and procedures for completing dockets and seeking reimbursement</li> <li>a.4. purpose of taxi documentation forms, logs, diaries and remittance advices</li> <li>a.5. ATO reporting requirements</li> </ul> </li> <li>b. Underpinning skills <ul style="list-style-type: none"> <li>b.1. compilation and processing of cash receipts and cash payments</li> <li>b.2. compilation and processing of non-cash receipts and non-cash payments</li> <li>b.3. continuous completion of driver shift logs</li> <li>b.4. remittance of reports, taxes collected, returns and payments required to the ATO</li> <li>b.5. ability to collect, analyse and organise information needed to complete taxi documentation forms, logs, diaries and remittances</li> <li>b.6. writing skills</li> <li>b.7. application of basic mathematical calculations</li> </ul> </li> </ul>
4. Resources	a. Access to taxi documentation, information, taxi shift records and docket vouchers and forms
5. Consistency	a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance
6. Context	a. Competence must be demonstrable for the taxi environment, in real or simulated taxi driver situation

	<p>b. Assessment of this unit of competence will usually include real or simulated work activities and processes, quality projects, questioning on underpinning knowledge and skills and consideration of evidence</p>
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**DESCRIPTION:**

Basic knowledge and skills to interpret information from a road map or street directory, and follow a predetermined route

Element	Performance Criteria
1. Identify and determine the most economic route	<ul style="list-style-type: none"> <li>a. Street directory and road maps symbols are recognised and interpreted</li> <li>b. Points of pick-up and destination are identified in a directory index (or communication system) and information used to locate designated places on the appropriate map</li> <li>c. Directions for a predetermined route are interpreted and the route traced using a street directory and road map</li> <li>d. Key connecting roads, landmarks and suburbs to be travelled along the route are identified for use in following the planned route</li> <li>e. The taxi driver determines the route prior to setting off, except where the passenger/s has indicated a preferred route</li> <li>f. The route is chosen which ensures a legal and most economic journey in accordance with road traffic laws and taxi regulations, except where the passenger has indicated a preferred route</li> <li>g. The route selected takes into account road conditions and traffic flows</li> <li>h. Predetermined route is correctly followed</li> </ul>
2. Complete the necessary documentation	<ul style="list-style-type: none"> <li>a. Where appropriate, fare payment documentation is commenced</li> <li>b. The correct tariff is applied and meter engaged at commencement of journey in accordance with taxi fare regulations and taxi company policy</li> </ul>

**RANGE OF VARIABLES****Unit TDT H1 97B INTERPRET ROAD MAPS AND NAVIGATE ROUTES**

Variable	Scope
1. Type of vehicle	<ul style="list-style-type: none"> <li>a. Includes all taxicabs and multi purpose taxicabs</li> </ul>
2. Workplace environment	<ul style="list-style-type: none"> <li>a. Includes all road transport situations, for example: <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. in the garage and at the depot</li> <li>a.3. in the vehicle on the road, stationary or mobile</li> <li>a.4. at the client's workplace or residence, or public space</li> <li>a.5. in a range of typical weather conditions</li> </ul> </li> </ul>
3. Road conditions and traffic flows might include	<ul style="list-style-type: none"> <li>a. Wet or stormy weather, fog and/or low lying cloud resulting in poor visibility, peak-hour traffic congestion, reported road-accidents and obstructions impeding traffic flow and road works</li> </ul>
4. Economic route	<ul style="list-style-type: none"> <li>a. Allows for considerations of traffic flow, road conditions, safety and time taken to complete the trip resulting in the lowest price recorded on the meter in accordance with taxi regulations</li> </ul>

5. Level of supervision	a. May be limited or minimum supervision
6. Occupational health and safety standards	a. As per company, industry and statutory requirements
7. Regulations/legislation	<ul style="list-style-type: none"> <li>a. Road Traffic Act 1974</li> <li>b. Taxi Act 1994 and Taxi Regulations 1995</li> <li>c. WA Taxi Driver Code of Conduct</li> <li>d. Kwinana Freeway bus lane/emergency lane rules and emergency procedures</li> </ul>
8. Documentation and reporting system	a. As per company requirements and taxi regulations
9. Procedures	a. Procedures are those prescribed for taxi vehicle and taxi driver by the relevant traffic authority, taxi regulator, industry codes/protocols and taxi company policies

#### EVIDENCE GUIDE

#### Unit TDT H1 97B INTERPRET ROAD MAPS AND NAVIGATE ROUTES

1. Critical aspects of evidence	<ul style="list-style-type: none"> <li>a. Assessment must confirm sufficient knowledge and skills to: <ul style="list-style-type: none"> <li>a.1. identify and follow the most economic route in accordance with road traffic laws and taxi regulations</li> <li>a.2. read and interpret maps and street directories</li> <li>a.3. select safe and legal methods to store and secure luggage and equipment carried</li> <li>a.4. communicate effectively in written and verbal modes</li> <li>a.5. respond appropriately to radio, telephone and verbal inquiries</li> <li>a.6. follow and adhere to traffic laws taxi regulations and taxi company procedures</li> <li>a.7. locate interpret and apply relevant information</li> <li>a.8. apply local geographical knowledge</li> <li>a.9. maintain trip log records and complete payment voucher and receipting documentation</li> <li>a.10. effectively use a metropolitan street directory</li> </ul> </li> </ul>
2. Interdependent assessment of units	a. This unit could be assessed in conjunction with <i>Develop the Local Geographical Knowledge Required by Road Transport Drivers, Plan and Navigate Routes and Drive Taxicabs</i>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> <li>a. Underpinning knowledge: <ul style="list-style-type: none"> <li>a.1. road laws</li> <li>a.2. local geographical knowledge</li> <li>a.3. freeway bus lane/emergency lane rules and emergency procedures</li> <li>a.4. entry and access to major road systems</li> <li>a.5. restrictions to traffic movement at major intersections</li> <li>a.6. traffic patterns and densities</li> <li>a.7. occupational health &amp; safety legislation and competencies</li> <li>a.8. map symbols, road signs and route markers</li> <li>a.9. taxi driver codes of conduct and protocols</li> </ul> </li> </ul>

	<p>b. Underpinning skills:</p> <ul style="list-style-type: none"> <li>b.1. identification and correct use of communication, safety and taxi meter equipment</li> <li>b.2. planning work, predicting consequences and identifying improvements</li> <li>b.3. read and interpret maps directory indexes and maps</li> <li>b.4. identification of landmarks, features and suburbs</li> <li>b.5. monitoring and anticipating traffic hazards</li> <li>b.6. selection of approved and most economic routes</li> </ul>
4. Resources	a. Access to maps, street directories
5. Consistency	a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance
6. Context	a. Assessment may occur on the job or in a simulated work environment. Written and/or oral questions, workbook activities, projects and exercises may be used assess level of knowledge and skill competencies. An 'on-road' assessment is recommended to assess the level of competency attained

**DESCRIPTION:**

Basic knowledge and skills to deal with internal and external customer inquiries in a transport and distribution environment

Element	Performance Criteria
1. Deal with passenger inquiries	<ul style="list-style-type: none"> <li>a. Passenger inquiries are dealt with courteously</li> <li>b. Questions are used to clarify the passenger's expectations, requirements and/or concerns</li> <li>c. Assistance is sought from the taxi company, or other drivers where possible, when a passenger inquiry cannot be fully answered</li> <li>d. Knowledge of taxi services and operations is used to answer passenger queries or to respond to passenger needs</li> <li>e. Follow up service requested by the passenger are reported to the taxi company in accordance with taxi company procedure</li> <li>f. Passengers are informed of the fare payment options available, which are in accordance with taxi regulations and taxi company policies</li> </ul>
2. Monitor passenger satisfaction	<ul style="list-style-type: none"> <li>a. All customers are accepted as fares, unless taxi regulations provide an exception</li> <li>b. Passenger/s are greeted in a polite and friendly manner</li> <li>c. Passengers are assisted into and out of, the taxicab when required or requested, providing it is safe for the driver to do so</li> <li>d. Passenger requirements are dealt with according to occupational health and safety standards and regulations, legislative requirements and taxi company regulations, policies and procedures</li> <li>e. Special needs are catered for in accordance with occupational health and safety standards, regulations, legislative requirements and taxi company regulations, policies and procedures</li> <li>f. The taxi company customer service phone number is prominently displayed inside the taxicab and passengers are advised they can provide feedback to the taxi company and other taxi industry organisations</li> </ul>
3. Add value to the service	<ul style="list-style-type: none"> <li>a. Opportunities to promote further taxi services to passengers are recognised</li> <li>b. Methods to improve passenger service are identified</li> <li>c. Professional development and further training options are identified by the driver</li> </ul>

**RANGE OF VARIABLES****Unit TDT I 2 97B APPLY CUSTOMER SERVICE SKILLS**

Variable	Scope
1. Type of vehicle	a. Includes all taxicabs and multi purpose taxicabs
2. Communication technologies	a. Two-way radio, on-board taxi computer

3. Workplace environment	<p>a. Includes all road transport situations, for example:</p> <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. in the garage, at a taxi rank and at the depot</li> <li>a.3. in the vehicle on the road, stationary or mobile</li> <li>a.4. at the client's workplace, or residence or public space</li> <li>a.5. in a range of typical weather conditions</li> </ul>
4. Passengers with special needs	<p>a. Include, but are not restricted to, person/s who are:</p> <ul style="list-style-type: none"> <li>a.1. unable to walk unaided</li> <li>a.2. confined to wheelchairs</li> <li>a.3. sight impaired (with or without guide-dog)</li> <li>a.4. hearing impaired</li> <li>a.5. intellectually impaired (with, or without, ComCard)</li> <li>a.6. speech impaired</li> </ul>
5. Types of taxi equipment may include	<ul style="list-style-type: none"> <li>a. Baby bolts</li> <li>b. Capsule</li> <li>c. Tow bar</li> <li>d. Hydraulic lift</li> </ul>
6. Additional taxi services include	<ul style="list-style-type: none"> <li>a. Wedding cars</li> <li>b. Funeral cars</li> <li>c. Taxi tour guiding</li> <li>d. Parcel delivery</li> <li>e. Corporate contract fares</li> <li>f. Transportation for wheelchair-bound passengers</li> <li>g. Transportation for 5 or more passengers</li> <li>h. Supervised taxi ranks</li> </ul>
7. Professional development includes	<ul style="list-style-type: none"> <li>a. Prescribed professional development training for taxi drivers in accordance with Transport's requirements</li> <li>b. Taxi tour guide training program or courses in tourism, tour guiding and/or hospitality</li> <li>c. Other relevant training courses and qualifications</li> <li>d. Maintaining current industry knowledge</li> <li>e. Joining relevant associations and organisation</li> <li>f. Work and life experiences</li> </ul>
8. Occupational health and safety standards	<ul style="list-style-type: none"> <li>a. As per company, industry and statutory requirements</li> </ul>
9. Regulations/legislation	<ul style="list-style-type: none"> <li>a. Road Traffic Act 1974</li> <li>b. WA Taxi Driver Code of Conduct</li> </ul>

	<ul style="list-style-type: none"> <li>c. Taxi Act 1994 and Taxi Regulations 1995</li> <li>d. Taxi company regulations, policies and procedures</li> <li>e. Special regulatory and statutory requirements</li> <li>f. Emergency procedures</li> </ul>
10. Documentation and reporting system	<ul style="list-style-type: none"> <li>a. As per taxi company, taxi operator and ATO requirements</li> </ul>
11. Procedures	<ul style="list-style-type: none"> <li>a. Documented taxi company procedures, taxi regulations, code of practice, driver protocols and taxi driver code of conduct</li> </ul>

**EVIDENCE GUIDE**

**Unit TDT I 2 97B APPLY CUSTOMER SERVICE SKILLS**

1. Critical aspects of evidence	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate application of knowledge and skills to: <ul style="list-style-type: none"> <li>a.1. analyse process functions and problems</li> <li>a.2. establish passengers expectations, requirements and needs</li> <li>a.3. match passenger expectations, requirements and needs with the appropriate required behaviour, actions, service and supply of information</li> <li>a.4. display of courtesy to passengers and other road users</li> <li>a.5. apply customer service policies and skills</li> <li>a.6. use appropriate workplace language and communication technologies</li> <li>a.7. locate, interpret, communicate and apply relevant information</li> <li>a.8. offer appropriate assistance to passengers with special needs</li> <li>a.9. add value to the level of service delivered</li> </ul> </li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit of competency may be assessed in conjunction with other units that form part of a job role or function</li> </ul>
3. Required knowledge and skills may include	<ul style="list-style-type: none"> <li>a. Demonstration of the following knowledge and skills in terms of job role or function: <ul style="list-style-type: none"> <li>a.1. taxi services and/or operations</li> <li>a.2. quality service</li> <li>a.3. anti-discrimination legislation</li> <li>a.4. questioning skills</li> <li>a.5. listening skills</li> <li>a.6. cultural awareness</li> <li>a.7. positively promoting taxi services</li> <li>a.8. parking the taxi to maximise safety and assistance to passengers entering and departing the taxi</li> <li>a.9. complaint handling</li> <li>a.10. interpersonal communication</li> <li>a.11. supporting services</li> <li>a.12. undertaking professional development activities</li> </ul> </li> </ul>
4. Resource implications	<ul style="list-style-type: none"> <li>a. Access to customer service situations, either real or simulated</li> </ul>

<p>5. Consistency</p>	<ul style="list-style-type: none"> <li>a. Modify activities to cater for variations in workplace contexts and environment including passenger requirements, needs, expectations and cultural considerations</li> <li>b. Demonstrates consistency of performance over a period of time and in a range of contexts</li> <li>c. Shows evidence of application of relevant workplace procedures including: <ul style="list-style-type: none"> <li>c.1. issue resolution procedure</li> <li>c.2. customer service skills</li> <li>c.3. job procedures and work instructions</li> </ul> </li> </ul>
<p>6. Context</p>	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in an industry-approved simulated work environment. Attainment of competency will usually require observation of real or simulated work processes and procedures, quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes. An 'on-road' assessment would assist in ascertaining the level of competency attained</li> </ul>

**DESCRIPTION:**

Skills and knowledge required to monitor, identify and take action to control disruptive and/or unlawful behaviour in an endeavour to provide a safe and secure transport service environment

Element	Performance Criteria
1. Monitor passenger behaviour	<ul style="list-style-type: none"> <li>a. Passengers are monitored to identify inappropriate behaviour</li> <li>b. Potential problem situations are quickly identified and steps taken to diffuse the situation in accordance with taxi company, code of practice and regulatory requirements and procedures</li> <li>c. Incidents which breach legislation and/or taxi regulations, are identified and appropriate action is taken</li> <li>d. Surveillance camera is operated within legal and regulatory parameters</li> </ul>
2. Identify and resolve disruptive and/or unlawful behaviour	<ul style="list-style-type: none"> <li>a. The nature of disruptive or unlawful behaviour is accurately assessed and where possible, conflict is resolved using relevant conflict resolution strategies</li> <li>b. Where possible and required, the hiring is terminated</li> <li>c. Assistance is sought from base and/or police and other emergency services, where appropriate</li> <li>d. The situation is resolved and follow up action is implemented in accordance with taxi company policy and police requirements</li> </ul>
3. Take action to control unlawful behaviour	<ul style="list-style-type: none"> <li>a. Assistance is sought from base, other drivers, police and other emergency services where necessary</li> <li>b. The nature of the offence and the consequences of the behaviour are clearly communicated to the offender</li> </ul>
4. Report incident	<ul style="list-style-type: none"> <li>a. Taxi company incident reports are completed where required in accordance with workplace procedures and legal requirements</li> <li>b. Police incident reports are completed where required in accordance with CabAlert and legal requirements</li> </ul>
5. Reset equipment and engage supporting services, where required	<ul style="list-style-type: none"> <li>a. Taxi equipment is reset where required in accordance with manufacturer's specifications and taxi company policy</li> <li>b. Counselling and supporting services are sought where required</li> </ul>

**RANGE OF VARIABLES****Unit TDT 012 98A MANAGE DISRUPTIVE AND/OR UNLAWFUL BEHAVIOUR**

Variable	Scope
1. Type of vehicle	<ul style="list-style-type: none"> <li>a. Includes all taxicabs and multi purpose taxicabs</li> </ul>
2. Workplace environment	<ul style="list-style-type: none"> <li>a. Includes all taxi situations, for example: <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. in the garage and at the depot</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>a.3. in the vehicle on the road, stationery or mobile</li> <li>a.4. with passengers, with public, colleagues or outside suppliers</li> <li>a.5. at the client's workplace or residence, or public space</li> <li>a.6. in a range of typical weather conditions</li> </ul>
3. Taxi safety procedures and equipment include	<ul style="list-style-type: none"> <li>a. Taxi safety procedures, as documented in: <ul style="list-style-type: none"> <li>a.1. Voluntary Code of Practice for Taxi Driver Safety</li> <li>a.2. CabAlert</li> <li>a.3. Protocol for Dealing with Difficult Passengers</li> <li>a.4. Taxi company emergency procedures</li> <li>a.5. Taxi Regulations 1995, relating to refusal of passengers</li> </ul> </li> <li>b. Taxi emergency equipment: <ul style="list-style-type: none"> <li>b.1. radio communications</li> <li>b.2. computer communications and positioning (where available)</li> <li>b.3. security camera</li> <li>b.4. alarm devices</li> <li>b.5. screen devices (where available)</li> </ul> </li> </ul>
4. Applicable state and federal legislation, codes of practice, protocols and Australian Standards may include but are not limited to	<ul style="list-style-type: none"> <li>a. Taxi Act 1994 and Taxi Regulations</li> <li>b. WA Taxi Driver Code of Conduct</li> <li>c. Voluntary Code of Practice for Taxi Driver Safety</li> <li>d. Taxi company regulations, policies and procedures</li> <li>e. Occupational Safety and Health Act 1984</li> <li>f. Road Traffic Act 1974</li> </ul>
5. Level of supervision	<ul style="list-style-type: none"> <li>a. May be limited or minimum supervision</li> </ul>
6. Occupational health and safety standards	<ul style="list-style-type: none"> <li>a. As per company, industry and statutory requirements</li> </ul>
7. Documentation and reporting system	<ul style="list-style-type: none"> <li>a. As per taxi company requirements, industry codes, emergency services and statutory requirements</li> </ul>
8. Procedures	<ul style="list-style-type: none"> <li>a. Procedures are those prescribed for taxi vehicle and taxi driver by the relevant traffic authority, taxi regulator, industry codes/protocols and taxi company policies.</li> </ul>

**EVIDENCE GUIDE**

**Unit TDT O12 98A MANAGE DISRUPTIVE AND/OR UNLAWFUL BEHAVIOUR**

1. Critical aspects of evidence	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> <li>a.1. select and appropriately use protective behaviour</li> <li>a.2. taxi company policies and procedures</li> <li>a.3. industry codes of conduct, practice and protocols</li> <li>a.4. CabAlert</li> <li>a.5. taxi driver rights, and limits, of authority</li> <li>a.6. external support services including State and Federal police</li> <li>a.7. conflict resolution and negotiation skills</li> <li>a.8. locate, interpret and apply relevant information</li> <li>a.9. complete incident reports</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>a.10. select and operate appropriate taxi communication modes and equipment</li> <li>a.11. use taxi codes, communication technology and security equipment and procedures</li> <li>a.12. use where necessary safety precautions appropriate to the situation</li> </ul>
2. Interdependent assessment of units	<ul style="list-style-type: none"> <li>a. This unit could be assessed in conjunction with other units that form part of the job role or function</li> </ul>
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> <li>a. Underpinning knowledge: <ul style="list-style-type: none"> <li>a.1. problem identification and resolution</li> <li>a.2. legal and taxi industry parameters with regard to unlawful behaviour</li> <li>a.3. operational requirements for taxi security and communications equipment</li> <li>a.4. reporting requirements, police and taxi company, for emergency situations</li> <li>a.5. location of safety alarms, cameras and emergency communications systems in the taxi</li> </ul> </li> <li>b. Underpinning skills: <ul style="list-style-type: none"> <li>b.1. anticipating risk</li> <li>b.2. recognising risk</li> <li>b.3. appraisal of risk</li> <li>b.4. identifying improvements</li> <li>b.5. selecting and applying safety precautions relevant to the situation</li> <li>b.6. identification and the correct use of safety and communications equipment and processes</li> <li>b.7. taxi driver codes and protocols, CabAlert, taxi regulations and taxi company procedures are followed</li> <li>b.8. incidents are reported in accordance with codes of practice, CabAlert, taxi regulations, road and statutory laws and taxi company procedures</li> <li>b.9. recognises and appropriately deals with cultural differences, including modes of behaviour and interactions among passengers and other drivers</li> <li>b.10. problem identification and resolution</li> <li>b.11. verbal judo techniques</li> <li>b.12. communication skills</li> <li>b.13. negotiation skills</li> <li>b.14. conflict resolution skills</li> <li>b.15. cultural awareness</li> <li>b.16. modifies work practices to cater for variations in situations</li> </ul> </li> </ul>
4. Resources	<ul style="list-style-type: none"> <li>a. Access to taxi surveillance, security and communications equipment</li> <li>b. Access to taxi codes, protocols, CabAlert booklet, and taxi company procedures</li> </ul>
5. Consistency	<ul style="list-style-type: none"> <li>a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance</li> </ul>
6. Context	<ul style="list-style-type: none"> <li>a. Assessment may occur on the job or in a simulated work environment</li> </ul>

## LEVEL THREE UNITS

**Unit TDT C11 97A**

**TRANSPORT PASSENGERS WITH DISABILITIES**

**Field C**

**Driving Vehicles**

**DESCRIPTION:**

Knowledge and skills to operate vehicles used by people with disabilities

Element	Performance Criteria
1. Carry out pre-operational checks on vehicle	<ul style="list-style-type: none"> <li>a. The pre-operational checks for the vehicle and its associated ancillary equipment are carried out in accordance with manufacturer's requirements, road traffic and taxi regulations and taxi company policies and procedures</li> <li>b. All faults and defects identified during the checks are repaired or reported with taxi operator and taxi company procedure</li> </ul>
2. Drive the taxi used by passengers with disabilities	<ul style="list-style-type: none"> <li>a. Passengers are assisted in a courteous manner sensitive to the disability</li> <li>b. Passengers are assisted to use restraints, and other ancillary equipment, which accompanies them, where appropriate</li> <li>c. Ongoing support is provided to the passenger to maximise their travelling comfort</li> <li>d. Ancillary equipment is stowed safely in the vehicle following relevant regulations and taxi company procedure</li> <li>e. The taxi is manoeuvred in accordance with the regulations for the class of vehicle involved</li> <li>f. The vehicle is manoeuvred with due consideration to any required precautions related to the disability of the passenger or relevant government regulations pertaining to the special load</li> <li>g. Any signs or indicators are fixed to the vehicle if required</li> <li>h. Where appropriate a multi purpose taxi (MPT) is arranged</li> </ul>

**RANGE OF VARIABLES**

**Unit TDT C11 97A TRANSPORT PASSENGERS WITH DISABILITIES**

Variable	Scope
1. Type of vehicle	<ul style="list-style-type: none"> <li>a. Includes all taxicabs and multi purpose taxicabs</li> </ul>
2. Workplace environment	<ul style="list-style-type: none"> <li>a. Includes all road transport situations, for example:                             <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. work conducted in confined spaces, exposed conditions and controlled or open environment</li> <li>a.3. in the garage and at the depot</li> <li>a.4. in the vehicle on the road, stationery or mobile</li> <li>a.5. at the client's workplace, residence or public spaces</li> <li>a.6. in a range of typical weather conditions</li> </ul> </li> </ul>

3. Disability	a. Includes partial or total loss of sight; partial or total loss of hearing; partial or total loss of speech; disfigurement or deformities; difficulties in walking (including partial or total loss of legs); difficulties in using arms (including gripping); learning and orientation difficulties; sensitivity to chemicals causing malfunction of a person's body; chronic disease or other medical or behavioural conditions
4. Ancillary equipment	a. Includes mobility aids; disability aids; restraints; guide dogs
5. Level of supervision	a. May be limited or minimum supervision
6. Occupational health and safety standards	a. As per company, industry and statutory requirements
7. Regulations/legislation and procedures	<ul style="list-style-type: none"> <li>a. Disability Discrimination Act 1992</li> <li>b. Equal Opportunity Act 1984</li> <li>c. Occupational Safety and Health Act 1984</li> <li>d. Road Traffic Act 1974</li> <li>e. Emergency procedures</li> <li>f. Taxi Act 1994 and Taxi Regulations 1995</li> <li>g. Multi purpose taxi driver customer service charters and operating requirements</li> <li>h. WA Taxi Driver Code Of Conduct</li> </ul>
7. Documentation and reporting system	a. As per company requirements
8. Procedures	a. Procedures are those prescribed for taxi vehicles and taxi drivers by the relevant traffic and licensing authorities, taxi regulators and taxi company policies

## EVIDENCE GUIDE

## Unit TDT C11 97A TRANSPORT PASSENGERS WITH DISABILITIES

1. Critical aspects of evidence	<ul style="list-style-type: none"> <li>a. Assessment must confirm sufficient knowledge of the requirements for the transport of passengers with disabilities.</li> <li>b. Assessment must confirm the ability to apply this knowledge to interacting with, providing loading and unloading assistance and maintaining ancillary equipment for passengers with disabilities.</li> </ul>
2. Interdependent assessment of units	a. This unit could be assessed in conjunction with <i>Drive Taxicabs</i> .
3. Underpinning skills and knowledge	<ul style="list-style-type: none"> <li>a. Relevant government rules and regulations pertaining to the vehicle, the ancillary equipment and passengers with disability</li> <li>b. Anti-discrimination legislation</li> <li>c. Duty of care responsibility</li> </ul>

	<ul style="list-style-type: none"> <li>d. Ability to drive the taxicab and operate its equipment</li> <li>e. Ability to operate passenger's ancillary equipment</li> <li>f. Ability to conduct pre-operational checks of the taxi vehicle</li> <li>g. Read and interpret simple instructions</li> <li>h. Interact with a range of people with disability</li> <li>i. Sensitivity to the needs of people with disability</li> </ul>
4. Resources	<ul style="list-style-type: none"> <li>a. Assessment of this competency will require access to a taxicab and appropriate ancillary equipment. Access to a wheelchair and taxicab is the minimum requirement</li> </ul>
5. Consistency	<ul style="list-style-type: none"> <li>a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance</li> </ul>
6. Context	<ul style="list-style-type: none"> <li>a. Competence demonstrated must relate to taxi driving requirements, can be by day and/or night, in varied weather conditions, in a real or simulated taxi driver event</li> <li>b. Assessment of this unit of competence will usually require observation of real or simulated work processes and procedures; quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes</li> </ul>

**DESCRIPTION:**

Basic knowledge and skills to manage breakdowns, accidents and emergencies

Element	Performance Criteria
1. Evaluate accident or breakdown situation	<ul style="list-style-type: none"> <li>a. Causes and effects of an accident or breakdown situation are identified and clarified</li> <li>b. Accident or breakdown coordination procedures are applied in accordance with taxi industry requirements, regulations and procedures and legislative and statutory requirements</li> <li>c. Assistance is rendered to injured persons within the limitations of duty of care and taxi company requirements</li> </ul>
2. Consult with the relevant persons/ authorities	<ul style="list-style-type: none"> <li>a. Details of causes and effects of an accident or breakdown are reported in accordance with taxi industry requirements and procedures and legislative and statutory requirements</li> <li>b. Assistance and co-operation is provided to other drivers and relevant authorities within legal and taxi industry requirements</li> <li>c. Information about the accident is reported in accordance with legal and taxi industry requirements</li> </ul>
3. Manage the accident and/or breakdown site	<ul style="list-style-type: none"> <li>a. Suitable measures are taken to control, warn, stop or divert traffic at an accident or breakdown site</li> <li>b. Personal security precautions are taken in accordance with taxi industry and company requirements and procedures</li> <li>c. Assistance is requested to minimise the possibility of further damage to persons or property, in accordance with taxi company policy and industry requirements, procedures and regulations</li> <li>d. Appropriate measures are taken to control and protect an accident site</li> </ul>
4. Complete documentation	<ul style="list-style-type: none"> <li>a. All required incident reports on an accident, breakdown or emergency situations are completed in accordance with taxi company and industry requirements</li> </ul>

**RANGE OF VARIABLES****Unit TDT F13 MANAGE BREAKDOWNS AND EMERGENCIES**

Variable	Scope
1. Type of vehicle	<ul style="list-style-type: none"> <li>a. Includes all taxicabs and multi purpose taxicabs</li> </ul>
2. Workplace environment	<ul style="list-style-type: none"> <li>a. Includes all taxi situations, for example: <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. with, or without passengers</li> <li>a.3. in the vehicle on the road or bus and emergency lanes, stationary or mobile</li> <li>a.4. at the client's workplace or residence, or public space</li> <li>a.5. in a range of typical weather conditions</li> </ul> </li> </ul>

3. Taxi industry requirements/ regulations legislation and statutory requirements	<p>a. Taxi industry requirements, regulations and procedures:</p> <p>a.1. Voluntary Code of Practice for Taxi Driver Safety  a.2. Protocol for Dealing with Difficult Passengers  a.3. Taxi Act 1994 and Taxi Regulations 1995  a.4. taxi company procedures and policies  a.5. CabAlert  a.6. taxi operator procedures  a.7. Kwinana Freeway bus lane procedures  a.8. Road Traffic Act 1974  a.9. Occupational Safety and Health Act 1984</p>
4. Level of supervision	a. May be limited or minimum supervision
5. Occupational health and safety standards	a. As per company, industry and statutory requirements
6. Documentation and reporting system	a. As per taxi industry and company requirements and taxi regulations
7. Procedures	a. Procedures are those prescribed by the relevant traffic authority, taxi regulator, industry codes/protocols and taxi company policies

**EVIDENCE GUIDE**

**Unit TDT F13 97A MANAGE BREAKDOWNS AND EMERGENCIES**

1. Critical aspects of evidence	<p>a. Assessment must confirm sufficient knowledge of procedures to be followed in the event of an accident or breakdown</p> <p>b. Assessment must confirm the ability to apply this knowledge in a real or simulated taxi environment</p> <p>c. Assessment must confirm knowledge of the Kwinana Freeway bus lane procedures</p>
2. Interdependent assessment of units	a. This unit could be assessed in conjunction with any specialised relevant units in the driving vehicles field
3. Underpinning skills and knowledge	<p>a. Underpinning knowledge:</p> <p>a.1. procedures to be followed in the event of an accident or breakdown  a.2. specialist procedures for freeway bus and emergency lane breakdowns and accidents  a.3. procedure for organising a replacement taxi for on-board passengers  a.4. duty of care requirements in an accident or breakdown situation</p> <p>b. Underpinning skills:</p> <p>b.1. traffic control at an accident site  b.2. reading and interpreting a simple statements  b.3. use of taxi communication and emergency equipment</p>

4. Resources	a. Access to industry procedures, codes, protocols and taxi company policies and procedures information; incident reports and taxi communication and emergency equipment
5. Consistency	a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance
6. Context	a. Assessment of this unit of competency will usually include oral and/or written questioning on underpinning knowledge and skills, work-based exercises and activities and consideration of evidence of required attitudes and work practices

**DESCRIPTION:**

Basic knowledge and skills to interpret information from a road map or street directory, apply local geographical knowledge, plan the most economic route and complete required documentation

Element	Performance Criteria
1. Interpret street maps	<ul style="list-style-type: none"> <li>a. Symbols in a street directory and road map are recognised and interpreted</li> <li>b. Places are identified in a directory index and the information used to locate the places on the appropriate map</li> </ul>
2. Locate destinations	<ul style="list-style-type: none"> <li>a. Pick-up points and destinations are located on the map</li> <li>b. Applying local geographical knowledge, taxi company and media information traffic reports, street directories and road maps, the most economical route is selected</li> </ul>
3. Apply local geographical knowledge	<ul style="list-style-type: none"> <li>a. Select most economical route from given locations including main transport interchanges, terminals and stations for travelling into the city centre</li> <li>b. Utilising local geographical knowledge and up-to-date traffic flows and obstructions information, determine and follow, the most economic route to a destination</li> <li>c. Given several locations and destinations, select the main arterial roads to be followed</li> <li>d. Given several destinations, select appropriate freeway points to enter and exit the freeway</li> <li>e. Identify entrance and exit points along the bus/taxi lanes</li> <li>f. List the operating hours and requirements for taxis using the bus/taxi lanes</li> <li>g. The distances between two geographical points is estimated</li> </ul>
4. Follow planned routes	<ul style="list-style-type: none"> <li>a. The correct tariff is applied and meter engaged at commencement of journey in accordance with taxi fare regulations and taxi company policy</li> <li>b. Planned route is correctly followed with the aid of local geographical knowledge, street directory, road map, computer information and special instructions</li> <li>c. Where relevant, geographical regions, tourism features and attractions and places of interest are identified to the passenger</li> <li>d. Required route trip logs and payment vouchers and receipts are completed in accordance with Australian Taxation requirements, taxi regulations, customer payment method requirements and taxi company procedures</li> <li>e. Parking procedures are observed in accordance with road laws, taxi company procedures, parking and taxi regulations</li> </ul>

Variable	Scope
1. Type of vehicle	a. Includes all taxicabs and multi purpose taxicabs
2. Workplace environment	a. Includes all taxi situations, for example: a.1. operations conducted at day or night a.2. work conducted in confined spaces, exposed conditions and controlled or open environment a.3. in the vehicle on the road, stationary or mobile a.4. at the client's workplace or residence, or public space a.5. in a range of typical weather conditions
3. Road conditions and traffic flows might include	a. Wet or stormy weather, fog and/or low lying cloud resulting in poor visibility b. peak-hour traffic congestion, reported road-accidents and obstructions impeding traffic flow and road works
4. Economic route	a. Allows for considerations of traffic flow, road conditions, safety and time taken to complete the trip resulting in the lowest price recorded on the meter in accordance with taxi regulations
5. Local geographical knowledge is confined to the taxi control area includes	a. General geography, including: a.1. suburbs a.2. major roads and highways a.3. major tourist attractions a.4. major recreational, sporting and cultural venues a.5. major hotels and motels a.6. transport terminals – road, air, sea and rail a.7. facilities and public services – hospitals, police stations, educational institutions a.8. taxi ranks a.9. major shopping centres b. City centre geography, including: b.1. taxi ranks b.2. major hotels b.3. major banks b.4. major roads, street numbering and street direction b.5. major freeway entry and exit points b.6. freeway bus lane city exit points b.7. bus and rail interchanges
6. Transport modes include	a. Public transport modes travel by aeroplanes, trains, buses, and sea vessels
7. Transport interchanges, terminals and stations include	a. Commuter and long distance rail lines and stations b. Domestic and international airports and terminals for private and commercial airplanes c. Sea and river ports, jetties and terminals d. Bus station interchanges

8. Freeways and highways include	a. As listed in 'Required Geographical Knowledge for Taxi Drivers – Perth Metropolitan Area'
9. Public services and facilities include	<p>a. As listed in 'Required Geographical Knowledge for Taxi Drivers – Perth Metropolitan Area':</p> <ul style="list-style-type: none"> <li>a.1. public hospitals and medical emergency centres</li> <li>a.2. public secondary schools</li> <li>a.3. tertiary education institutes</li> <li>a.4. sporting, recreational and entertainment venues</li> <li>a.5. police stations</li> </ul>
10. Tourist attractions and places of interest include but are not limited to	<p>a. As listed in 'Required Geographical Knowledge for Taxi Drivers – Perth Metropolitan Area':</p> <ul style="list-style-type: none"> <li>a.1. WA Tourist Centre (Albert Facey House, Forrest Place)</li> <li>a.2. major hotels and motels within the metropolitan area</li> <li>a.3. major suburban shopping centres</li> <li>a.4. main cultural and arts centres and venues including cultural centres, museums, art galleries, state libraries, concert halls and theatres</li> <li>a.5. significant historical buildings include those listed in heritage registers and/or under heritage protection orders. most will be over 100 years old and reflect historic significance and interest</li> <li>a.6. sporting , entertainment and recreational locations and venues including horse racing venues, sporting venues and stadiums, theatres, entertainment centres, ballrooms, cinemas, casinos and gaming venues, river and coastal entertainment and recreational locations, main golf courses, show grounds, adventure and marine parks</li> <li>a.7. main parks include botanical gardens, scenic public parks and gardens, wetland areas and nature reserves</li> <li>a.8. coastal attractions include bays, beaches, buildings, restaurants, look-out-points, marinas and boat harbours</li> <li>a.9. local vineyard district</li> <li>a.10. main scenic routes, places and landmarks are identified along the given route in accordance with the above features and attractions</li> </ul>

**EVIDENCE GUIDE**

**Unit: TDT H2 97B PLAN AND NAVIGATE ROUTES**

1. Critical aspects of evidence	<p>a. Assessment must confirm sufficient knowledge and skills to:</p> <ul style="list-style-type: none"> <li>a.1. select safe and legal methods to store and secure luggage and equipment carried</li> <li>a.2. apply local geographical knowledge, aided by using street maps and directories, to plan and follow the most economic route (unless otherwise directed by passenger/s)</li> <li>a.3. locate, interpret and apply relevant information</li> <li>a.4. follow taxi regulations, road laws and taxi company procedures</li> <li>a.5. maintain taxi company, payment records and ATO required documentation</li> <li>a.6. use safety precautions appropriate to the task</li> <li>a.7. identify tourist attractions and points of interest</li> </ul>
2. Interdependent assessment of units	<p>a. This unit could be assessed in conjunction with <i>Develop the Local Geographical Knowledge Required by Road Transport Drivers, Interpret Road Maps and Navigate Routes</i> and <i>Drive Taxicabs</i></p>

<p>3. Underpinning skills and knowledge</p>	<p>a. Underpinning knowledge:</p> <ul style="list-style-type: none"> <li>a.1. local geographical knowledge</li> <li>a.2. road laws</li> <li>a.3. bus and emergency lane usage</li> <li>a.4. entry and access to major road systems</li> <li>a.5. restrictions to traffic movement at major intersections</li> <li>a.6. traffic patterns and densities</li> <li>a.7. Worksafe Australian occupational health &amp; safety legislation and competencies</li> <li>a.8. map symbols, road signs and route markers</li> <li>a.9. taxi driver codes of practice/protocol</li> </ul> <p>b. Underpinning skills:</p> <ul style="list-style-type: none"> <li>b.1. identification and correct use of communication, safety and taxi meter equipment</li> <li>b.2. planning work, predicting consequences and identifying improvements</li> <li>b.3. read and interpret maps directory indexes and maps</li> <li>b.4. identification of landmarks, features and suburbs</li> <li>b.5. monitoring and anticipating traffic hazards</li> <li>b.6. selection of approved and most economic routes</li> <li>b.7. ability to modify planned route and methods of operation in response to unanticipated road, weather and/or, other factors and hazards</li> </ul>
<p>4. Resources</p>	<p>a. Access to maps, street directories</p>
<p>5. Consistency</p>	<p>a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance</p>
<p>6. Context</p>	<p>a. Assessment may occur on the job or in a simulated work environment. Written and/or oral questions, work-based projects and exercises may be used assess level of knowledge and skill competencies. An 'on-road' demonstration will be useful in determining level of competency attained</p>

**DESCRIPTION:**

Knowledge and skills necessary to provide a high value service to local and overseas taxi passengers

Element	Performance Criteria
1. Monitor and address passenger needs	<ul style="list-style-type: none"> <li>a. Circumstances affecting passengers' needs are monitored and action taken in accordance with taxi company procedures</li> <li>b. Needs of all types of passengers are acknowledged and appropriate assistance provided</li> <li>c. Passengers are advised of the air-conditioning, heating and other comforts of the taxi interior and the requirement to wear seatbelts</li> <li>d. Passenger enquiries and requests are received and resolved with minimal delays</li> <li>e. Tact, courtesy, friendliness and patience are demonstrated at all times when dealing with passengers</li> <li>f. Passenger requests for further taxi services are reported to the taxi company in accordance with taxi company procedure</li> <li>g. Passengers are treated in accordance with the WA Taxi Driver Code of Conduct</li> </ul>
2. Prepare and deliver taxi tour commentaries	<ul style="list-style-type: none"> <li>a. Passenger requirements are ascertained, confirmed and method and rate of charging agreed upon in advance in accordance with the regulated fare for service</li> <li>b. Information presented is accurate, current and reliable and relevant to passenger interests and expectations</li> <li>c. Information is delivered at appropriate timings and within the time allocation agreed</li> <li>d. Information is presented in a manner that is clear, understandable, interesting and relevant to passengers</li> <li>e. Additional information is provided in response to questions and if not known, passengers are informed of where and how they can obtain the information</li> <li>f. Taxi equipment and audio equipment is correctly and safely operated</li> </ul>
3. Implement conflict resolution strategies	<ul style="list-style-type: none"> <li>a. Conflict and difficult situations are recognised and fair solutions are negotiated equitably</li> <li>b. Conflicts which are unable to be resolved are referred to a higher authority</li> <li>c. Opportunities to enhance the quality of the service are taken, particularly in conflict situations</li> </ul>
4. Communicate with suppliers	<ul style="list-style-type: none"> <li>a. Liaison is maintained with tourist and hospitality suppliers to obtain accurate and comprehensive information on services and products</li> </ul>

Variable	Scope
1. Type of vehicle	a. Includes all taxicabs and multi purpose taxicabs
2. Workplace environment	a. Includes all road transport situations, for example: a.1. operations conducted at day or night a.2. in the vehicle on the road, stationery or mobile a.3. at the client's workplace, or residence or public space a.4. in a range of typical weather conditions
3. Passengers needs	a. Include, but are not restricted to: a.1. lack of mobility a.2. lack of hearing a.3. lack of sight a.4. lack of English comprehension a.5. special interests a.6. time and money constraints
4. Presentation techniques	a. Body language b. Tone, volume, pace, pitch, pause and articulation c. Appropriate speech inflections d. Message is delivered in a clear, concise, smooth and unhurried manner
5. Level of supervision	a. May be limited or minimum supervision
5. Occupational health and safety standards	a. As per company, industry and statutory requirements
6. Suppliers	a. Suppliers could include, but are not restricted to: a.1. major hotels a.2. restaurants a.3. cinemas a.4. tourist attractions a.5. historical buildings a.6. recreation venues and public parks a.7. theme parks a.8. culture & arts providers a.9. sporting venues a.10. entertainment venues
7. Documentation and reporting system	a. As per taxi company requirements
8. Procedures	a. Procedures are those prescribed by government regulation, taxi protocols, taxi driver code of conduct and code of practice and taxi company policies
9. Audio equipment	a. Car-radio cassette player and/or other audio equipment

10. Taxi equipment	a. Includes communication technology such as two-way radio and on-board computer
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**EVIDENCE GUIDE**

**Unit TDT I3 97A PROVIDE CUSTOMER SERVICE SKILLS IN PASSENGER VEHICLES**

1. Critical aspects of evidence	a. Assessment must confirm knowledge of cultural awareness, taxi customer expectations, needs and requirements, customer service policies and procedures. Assessment must confirm the ability to apply this knowledge with passengers in a real or simulated road transport environment
2. Interdependent assessment of units	a. This unit could be assessed in conjunction with other units requiring the demonstration of customer service skills
3. Underpinning skills and knowledge	<p>a. Underpinning knowledge:</p> <ul style="list-style-type: none"> <li>a.1. tourist attractions</li> <li>a.2. tourist, hospitality and taxi services and operations</li> <li>a.3. special needs of persons with disabilities</li> <li>a.4. customer service policies and procedures</li> <li>a.5. special needs of different community sectors/cultures</li> <li>a.6. route information</li> <li>a.7. local knowledge</li> <li>a.8. supporting services</li> </ul> <p>b. Underpinning skills:</p> <ul style="list-style-type: none"> <li>b.1. research skills</li> <li>b.2. presentation skills</li> <li>b.3. use of audio equipment</li> <li>b.4. complaint and conflict handling skills</li> <li>b.5. cultural awareness</li> <li>b.6. questioning skills</li> <li>b.7. listening techniques</li> <li>b.8. leadership</li> <li>b.9. interpersonal communication skills</li> <li>b.10. ascertaining and meeting passenger expectations, needs and requirements</li> </ul>
4. Resource implications	a. Assessment of this competency will require access to real or simulated passenger service situations
5. Consistency	a. Competence in this unit needs to be assessed over a period of time to ensure consistency of performance in a range of contexts
6. Context	<p>a. Competence must be demonstrable for the relevant work situation, in a real or simulated road transport environment with a range of passenger groups</p> <p>b. Assessment of this unit of competence will usually include observation of real or simulated work processes and procedures, quality projects, questioning on underpinning knowledge and skills and consideration of evidence of required attitudes. An 'on-road' assessment will aid validity to the assessment process</p>

**DESCRIPTION:**

Skills and knowledge required to undertake emergency action in the event of potential threats

Element	Performance Criteria
1. Select emergency actions to be applied	<ul style="list-style-type: none"> <li>a. Threats or potential threats are recognised</li> <li>b. Where able, taxi communications are used to notify base and police of potential threats with all relevant details and requests for supportive action being detailed</li> <li>c. Range of emergency actions are identified and analysed</li> <li>d. Security threats and appropriate emergency plans and procedures are matched</li> <li>e. Emergency actions are invoked in accordance with emergency procedures and in consideration of own safety, members of the public and passenger/s</li> <li>f. Emergency actions are modified consistent with changes within the emergency environment and taxi emergency procedures and technology</li> </ul>
2. Maintain communication	<ul style="list-style-type: none"> <li>a. Where possible, communication is maintained with the base operator in accordance with taxi company and emergencies procedures</li> <li>b. Information is conveyed in a clear, concise and accurate manner</li> </ul>
3. Report incident	<ul style="list-style-type: none"> <li>a. Taxi company incident reports are completed where required in accordance with workplace procedures and legal requirements</li> <li>b. Police incident reports are completed where required in accordance with CabAlert and legal requirements</li> </ul>
4. Reset equipment and engage supporting services, where required	<ul style="list-style-type: none"> <li>a. Taxi equipment is reset where required in accordance with manufacturer's specifications and taxi company policy</li> <li>b. Counselling and supporting services are sought where required</li> </ul>

**RANGE OF VARIABLES****Unit TDT 07 UNDERTAKE EMERGENCY RESPONSE ACTION**

Variable	Scope
1. Type of vehicle	<ul style="list-style-type: none"> <li>a. Includes all taxicabs and multi purpose taxicabs</li> </ul>
2. Workplace environment	<ul style="list-style-type: none"> <li>a. Includes all taxi situations, for example: <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. work conducted in confined spaces, exposed conditions and controlled or open environment</li> <li>a.3. in the garage and at the depot</li> <li>a.4. in the vehicle on the road, stationery or mobile</li> <li>a.5. at the client's workplace or residence, or public space</li> <li>a.6. in a range of typical weather conditions</li> </ul> </li> </ul>

<p>3. Taxi emergency procedures and equipment include</p>	<p>a. Taxi emergency procedures:</p> <ul style="list-style-type: none"> <li>a.1. Voluntary Code of Practice for Taxi Driver Safety</li> <li>a.2. CabAlert</li> <li>a.3. Protocol for Dealing with Difficult Passengers</li> <li>a.4. taxi company emergency procedures</li> <li>a.5. Taxi Regulations 1995 - relating to refusal of passengers</li> </ul> <p>b. Taxi emergency equipment:</p> <ul style="list-style-type: none"> <li>b.1. radio communications</li> <li>b.2. computer communications and positioning (where available)</li> <li>b.3. security camera</li> <li>b.4. alarm devices</li> <li>b.5. screen devices (where available)</li> </ul>
<p>4. Regulations/legislation includes</p>	<ul style="list-style-type: none"> <li>a. Taxi Act 1994 and Taxi Regulations 1995</li> <li>b. Occupational Safety and Health Act 1984</li> <li>c. Road Traffic Act 1974</li> </ul>
<p>5. Level of supervision</p>	<ul style="list-style-type: none"> <li>a. May be limited or minimum supervision</li> </ul>
<p>6. Occupational health and safety standards</p>	<ul style="list-style-type: none"> <li>a. As per company, industry and statutory requirements</li> </ul>
<p>7. Documentation and reporting system</p>	<ul style="list-style-type: none"> <li>a. As per taxi company requirements, industry codes, emergency services and statutory requirements</li> </ul>
<p>8. Procedures</p>	<ul style="list-style-type: none"> <li>a. Procedures are those prescribed for taxi vehicle and taxi driver by the relevant traffic authority, taxi regulator, industry codes/protocols and taxi company policies.</li> </ul>
<p>9. Supporting services include</p>	<ul style="list-style-type: none"> <li>a. Victims of Crime</li> <li>b. Taxi Industry Peer Support (TIPS)</li> <li>c. Other industry, community, government or private counselling services</li> </ul>

**EVIDENCE GUIDE**

**Unit TDT O7 98A UNDERTAKE EMERGENCY RESPONSE ACTION**

<p>1. Critical aspects of evidence</p>	<ul style="list-style-type: none"> <li>a. Assessment must confirm appropriate knowledge and skills to: <ul style="list-style-type: none"> <li>a.1. select appropriate means to maintain security within personal, public, vehicle and public requirements</li> <li>a.2. communicate effectively in written and verbal modes</li> <li>a.3. modify actions in accordance with potential threats and level of responsibility</li> <li>a.4. use taxi codes, communication technology and security equipment and procedures</li> <li>a.5. identify potential threats</li> <li>a.6. complete incident reports</li> <li>a.7. apply hierarchy of control</li> <li>a.8. use where necessary safety precautions appropriate to the situation</li> </ul> </li> </ul>
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2. Interdependent assessment of units	a. This unit could be assessed in conjunction with other units that form part of the job role or function
3. Underpinning skills and knowledge	<p>a. Underpinning knowledge:</p> <ul style="list-style-type: none"> <li>a.1. implications of occupational health and safety legislation and codes of practice</li> <li>a.2. operational taxi procedures for emergency situations</li> <li>a.3. taxi company procedures for emergency situations</li> <li>a.4. operational requirements for taxi security and communications equipment</li> <li>a.5. CabAlert</li> <li>a.6. reporting requirements, police and taxi company, for emergency situations</li> <li>a.7. location of safety alarms, cameras and emergency communications systems in the taxi</li> </ul> <p>b. Underpinning skills:</p> <ul style="list-style-type: none"> <li>b.1. anticipating risk</li> <li>b.2. recognising risk</li> <li>b.3. appraisal of risk</li> <li>b.4. identifying improvements</li> <li>b.5. selecting and applying safety precautions relevant to the situation</li> <li>b.6. identification and the correct use of safety and communications equipment and processes</li> <li>b.7. taxi driver codes and protocols, CabAlert, taxi regulations and taxi company procedures are followed</li> <li>b.8. incidents are reported in accordance with codes/protocols, CabAlert, taxi regulations, road and statutory laws and taxi company procedures.</li> <li>b.9. recognises and appropriately deals with cultural differences, including modes of behaviour and interactions among passengers and other drivers</li> <li>b.10. modifies work practices to cater for variations in situations</li> </ul>
4. Resources	a. Access to codes, protocols, CabAlert, and taxi company procedures, information on occupational health and safety and taxi security and communications equipment
5. Consistency	a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance
6. Context	a. Assessment may occur on the job or in a simulated work environment

**DESCRIPTION:**

Knowledge and communication skills required to deal effectively with conflict in the workplace

Element	Performance Criteria
1. Identify potential conflict situations	a. Signs, stages and possible causes of conflict within the workplace are identified
2. Implement conflict resolution strategies	a. Factors and issues relevant to conflict are clarified b. Strategies for dealing with conflict situations are developed c. Options for resolution of the conflict are identified which allow for constructive responses to be negotiated and enable workplace relationships to continue d. Strategies are implemented for the resolution of the source of conflict e. Outcomes of the process are monitored to ensure objectives continue to be met
3. Use effective interpersonal skills	a. Effective verbal and non verbal communication is used during negotiations, including body language, questioning, language style, active listening and reflection b. Feedback is given assertively and received non-defensively during negotiations

**RANGE OF VARIABLES****Unit TDT L5 97B APPLY CONFLICT RESOLUTION STRATEGIES**

Variable	Scope
1. Type of vehicle	a. Includes all taxicabs and multi purpose taxicabs
2. Workplace environment	a. Includes all taxi situations, for example: <ul style="list-style-type: none"> <li>a.1. operations conducted at day or night</li> <li>a.2. work conducted in confined spaces, exposed conditions and controlled or open environment</li> <li>a.3. in the garage and at the depot</li> <li>a.4. in the vehicle on the road, stationery or mobile</li> <li>a.5. at the client's workplace or residence, or public space</li> <li>a.6. in a range of typical weather conditions</li> <li>a.7. communication with passengers, taxi company personnel, other drivers, public road users and suppliers</li> </ul>
3. Legislation, regulations, industry codes, policy and protocols	a. Legislation and regulation: <ul style="list-style-type: none"> <li>a.1. Taxi Act 1994 and Taxi Regulations 1995</li> <li>a.2. Road Traffic Act 1974</li> <li>a.3. Equal Opportunity Act 1984</li> <li>a.4. Occupational Safety and Health Act 1984</li> </ul> b. Industry codes, protocols and policies: <ul style="list-style-type: none"> <li>b.1. Voluntary Code of Practice for Taxi Driver Safety</li> <li>b.2. WA Taxi Driver Code of Conduct</li> <li>b.3. Protocol for Dealing with Difficult Passengers</li> <li>b.4. CabAlert</li> <li>b.5. taxi company policies and procedures</li> </ul>

4. Work activities require the application of	<p>a. Relevant workplace procedures including:</p> <ul style="list-style-type: none"> <li>a.1. taxi company policies and procedures</li> <li>a.2. guidelines relating to and occupational health and safety requirements</li> <li>a.3. responding to and reporting of accidents and incidents within regulatory requirements and taxi company procedures and industry codes</li> <li>a.4. cultural awareness</li> </ul>
5. Communication methods include	<p>a. Methods of communicating including:</p> <ul style="list-style-type: none"> <li>a.1. verbal, in person or via radio or mobile phone</li> <li>a.2. written</li> <li>a.3. non-verbal, such as body language and signage</li> </ul> <p>b. Workplace communications include communications with:</p> <ul style="list-style-type: none"> <li>b.1. other taxi drivers</li> <li>b.2. taxi company personnel</li> <li>b.3. members of the public, including other road users</li> <li>b.4. suppliers</li> <li>b.5. taxi operator/manager</li> <li>b.6. authorities and supporting service providers</li> <li>b.7. passengers</li> </ul>
6. Level of supervision	a. May be limited or minimum supervision
7. Occupational health and safety standards	a. As per company, industry and statutory requirements
8. Documentation and reporting system	a. As per taxi company requirements, industry codes and statutory requirements
9. Procedures	a. Procedures are those prescribed for taxi vehicle and taxi driver by the relevant traffic authority, taxi regulator, industry codes/protocols and taxi company policies

**EVIDENCE GUIDE**

**Unit TDT L5 APPLY CONFLICT RESOLUTION STRATEGIES**

1. Critical aspects of evidence	<p>a. Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> <li>a.1. recognise typical symptoms and causes of conflict in the workplace and ways of resolving conflict situations</li> <li>a.2. self-manage work performance including resolving issues regarding colleagues' and passengers' diverse work-styles, aspirations and cultures.</li> <li>a.3. apply appropriate techniques to diffuse conflict in various workplace contexts</li> <li>a.4. recognise, monitor and control inappropriate language, behaviour and activities directed at others which may cause conflict</li> </ul>
2. Interdependent assessment of units	a. This unit could be assessed in conjunction with other units that form part of the job role or function

<p>3. Underpinning skills and knowledge</p>	<p>a. Underpinning knowledge:</p> <ul style="list-style-type: none"> <li>a.1. signs, stages and possible causes of conflict in the workplace</li> <li>a.2. options for constructive responses to typical conflict situations</li> <li>a.3. verbal judo principles</li> <li>a.4. taxi company policies, taxi regulations, road, traffic and statutory legislative requirements</li> <li>a.5. cultural differences</li> <li>a.6. road rage</li> </ul> <p>b. Underpinning skills:</p> <ul style="list-style-type: none"> <li>b.1. give and follow simple instructions</li> <li>b.2. interpersonal communication skills</li> <li>b.3. verbal judo skills</li> <li>b.4. effective communication skills</li> <li>b.5. listening skills</li> <li>b.6. problem identification and resolution</li> <li>b.7. negotiation skills</li> <li>b.8. modifies work practices to cater for different situations</li> </ul>
<p>4. Resources</p>	<p>a. Access to a real or simulated work environment and interaction with other people</p> <p>b. Access to codes, protocols, taxi company policies and relevant legislation</p>
<p>5. Consistency</p>	<p>a. Competence in this unit needs to be assessed in a range of contexts to ensure consistency of performance</p>
<p>6. Context</p>	<p>a. Assessment may occur on the job or in a simulated work environment with relevant equipment, simulated work instructions and deadlines</p>

**Relevant legislation, taxi industry codes and protocols and other documents referred to in the competency standards:**

- Taxi Act 1994 and Taxi Regulations 1995
  - Taxi Plate Ownership Conditions
- Occupational Safety and Health Act 1984
  - Code of Practice - Fatigue Management for Commercial Vehicle Drivers, Transport
- Road Traffic Act 1974
- Environmental Protection Act 1986
- Disability Discrimination Act 1992
- Equal Opportunity Act 1984
- Kwinana Freeway bus lane rules, as described in:
  - Using the Kwinana Freeway Bus Lane (Northwards Only), Requirements for Use by Taxis, Taxi Industry Board, and
  - Correct Use of the New Bus Lanes on Kwinana Freeway from the Mt Henry Bridge for Taxi Drivers, Transport
- Voluntary Code of Practice for Taxi Driver Safety, Taxi Industry Board
- CabAlert, Taxi Industry Board/Police Department
- Protocol for Dealing with Difficult Passengers, Taxi Industry Board
- WA Taxi Driver Code of Conduct, Transport Taxi Unit
- Required Geographical Knowledge for Taxi Drivers – Perth Metropolitan Area, Transport Taxi Unit