



Security & Service Training ~ First Aid Training

T.O.I.D: 22274

Recognition of Prior Learning Kit for

TLI21210 Certificate II in Driving Operations

(Taxi Units for Metropolitan Driver Accreditation)

Name of Applicant	
Postal Address	
Telephone (Bus)	
Telephone (AH)	
Contact Email	
Date of Application	
Student ID #	

DECLARATION

- * I declare that all and any information provided is true, accurate and complete to the best of my knowledge.
- * I give Technical Advanced Training permission to make such enquiries as necessary in order to verify any and all information I have provided as part of this application and in any supporting documentation.
- * I understand that any false or misleading statements and/or information may result in my application being rejected and the forfeiting of all fees paid.
- * I have included with my application all the necessary items listed in the Portfolio of Evidence.

Applicant's Signature

Date

HOW TO USE THIS RPL ASSESSMENT KIT

This RPL Assessment Kit is divided into sections to allow you to easily access only those sections you require at any given time. These sections are:

SECTION A – Candidate RPL Information

You need to read this information before collecting evidence to support your application for RPL. It outlines the intent and processes surrounding this RPL assessment and how it differs from assessment undertaken following formal training.

SECTION B – Candidate Application Forms

You need complete all pages within this section where you list your personal details, employment history and any relevant documentation such as certificates, qualifications, and work samples which support your application for RPL.

From the information provided by yourself on these forms, your RPL assessor will be able to gain a general understanding of the skills and experience you may have, as well as potential referee contacts.

SECTION C – Third Party Reports

You give this section to your employment referees to confirm your skills and experience in this qualification/occupation. The referees may fill out the appropriate form and return to you to confirm your judgement. You may be able to complete this part of evidence gathering in person while at the workplace.

SECTION A

RPL Information

It is VITAL you read this information prior to commencing your RPL assessment. It provides generic information on assessment, as well as an overview of this streamlined RPL assessment process.

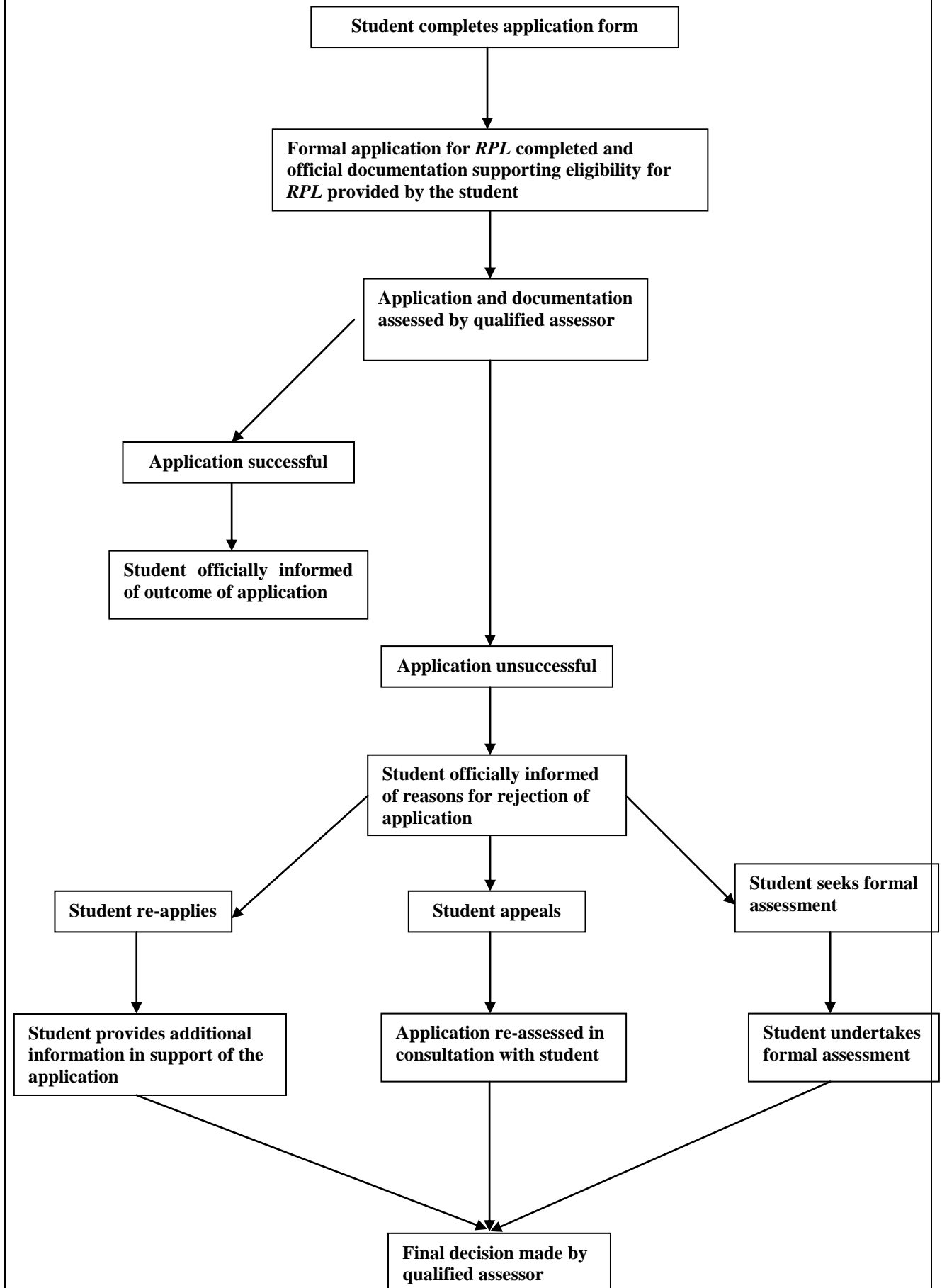
COMPETENCIES IN THIS RPL ASSESSMENT TOOL

TLI21210 Certificate II in Driving Operations

ELECTIVE UNITS

Unit Code	Unit Title
TLIC2009A	DRIVE TAXI CAB
TLIL2060A	COMPLETE INDUCTION TO THE TAXI INDUSTRY
TLIF2072A	COMPLY WITH SAFETY AND SECURITY PROCEDURES
TLIB2090A	USE COMMUNICATION SYSTEMS IN A TAXICAB
TLIP2037A	CARRY OUT FINANCIAL TRANSACTIONS & MAINTAIN RECORDS
TLIH3004A	IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS
TLII2019A	PROVIDE TAXICAB CUSTOMER SERVICE

Recognition of Prior Learning Policy Flowchart



SHOULD YOU CONSIDER CREDIT TRANSFER (CT)?

Credit Transfer is the process whereby accredited qualifications and units of competency which have previously been obtained by a student or candidate for RPL can be mapped across to current qualifications, allowing for recognition within current units of competency and entire qualifications.

This Training Organisation undertakes to recognise qualifications issues by other Australian Registered Training Organisations who have authority to issue qualifications. Credit transfer will be granted upon receipt of sufficient evidence to support the application.

As per the AQF Handbook under the section **Issuing a Qualification**, This training organisation will only recognise previous qualifications if they meet the following requirements:

- It is recognised within the current Training Package that the units previously completed are identified as equivalent to those being delivered within the current course where recognition is being sought.

For a qualification or individual units of competency to be recognised by this training organisation for the purposes of credit transfer it must be formatted according to the requirements of **vocational education and training qualifications** issued under the AQF Framework, and must contain the following elements:

- Name, code and logo of issuing body
- Name of person receiving the qualification
- Nomenclature as in the Framework, e.g. Certificate I, Diploma
- Date issued
- Authorised signatory

If you believe that any previous training that you have completed makes you eligible for Credit Transfer ensure that copies of relevant certificates and qualifications are submitted with your RPL booklet. Your assessor will then determine if Credit Transfer can be granted based upon the documents that you supply.

WHAT IS RECOGNITION OF PRIOR LEARNING (RPL)?

RPL is the acknowledgment of skills and knowledge obtained through learning achieved outside the formal education and training system and includes work and life experience including paid and volunteer work and skills attained through leisure pursuits such as musical, mechanical or linguistic abilities.

RPL recognises any prior knowledge and experience and measures it against the qualification in which candidates are enrolled. The individual may not need to complete all of a training program if he or she already possesses some of the competencies taught in the program.

The AQTF Users' Guide defines RPL as "an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification".

Why you should apply for RPL

If you apply for RPL and your application is successful you could:

- reduce or eliminate the need for any training in skills and knowledge you already have
- save time by not needing to attend any or a reduced number of classes and completing unnecessary work
- save money because you will not have to buy textbooks and other learning material
- complete your qualification in a shorter time
- advance to a higher level qualification in a shorter time if desired.

RPL assessment enables individuals to forego training and move directly to having their competencies assessed, thus avoiding the need for unnecessary training that brings with it additional costs, including time and effort. Although it is not necessarily a quick or simple process, RPL aims to provide candidates who do not require formal learning with a flexible and faster way to have their skills and knowledge assessed against the competencies stipulated in Training Packages and vocationally accredited courses. Mature age jobseekers or existing workers with accumulated life and work experiences are seen as primary candidates for RPL.

According to the AQF National Principles and Operational Guidelines, RPL can be used in two ways:

- As an alternative mechanism for gaining access to a course or qualification. A candidate may gain entry to a course or qualification using RPL as an alternative to possessing the prerequisites for entry based on formal education and training. An example of this is a candidate who obtains a place in a diploma course using RPL (based on life or work experience) when they have not completed the relevant prerequisites; and/or
- For the award of unit/s of competency that form part of a qualification, leading to the partial or full completion of the requirements for that course or qualification.

The AQTF and the AQF National Principles and Operational Guidelines for RPL set out the broad parameters within which RPL should be implemented, to ensure that the quality of RPL assessment matches the quality of other assessment procedures. RPL may use different assessment methods, but they should be no less and no more rigorous than conventional methods of assessing competence in the VET sector.

This guide has been developed in line with the general principles for RPL outlined below

- Information about RPL should be actively promoted, and accessible to a diverse audience of candidates
- RPL should recognise learning acquired in any context
- RPL assessment should be conducted according to the principles of assessment and in conformity with the rules of evidence
- There is no one RPL model that is suitable for all qualifications and all situations
- RPL processes should be timely, fair and transparent
- RPL assessment processes should be quality assured to the same level as training based assessment
- RPL policies, procedures and processes should be explicitly included in quality assurance procedures within institutions
- RPL decisions should be accountable, transparent, and subject to appeal and review
- RPL assessment should be structured to minimise cost to the individual
- Institutions and providers should develop advice and information about RPL for employers of Candidates/potential candidates to promote RPL among employers
- Institutions and providers should include RPL in access strategies for disadvantaged groups
- Funding models should not impede the implementation of RPL.

TIPS AND HINTS TO HELP YOU PREPARE FOR RECOGNITION

To have skills formally recognised in the national system, assessors must make sure you have the skills and knowledge to meet the industry standard. This means you must be involved in a careful and comprehensive process that covers the content of all unit/s or qualification/s you can be recognised for.

Assessment happens in a variety of ways. Being prepared can save you valuable time and hassle and make the recognition process stress-free for you.

Here are some tips and hints for you:

1. Be prepared to talk about your job roles and your work history. Bring a resume or jot down a few points about where you have worked, either paid or unpaid, and what you did there.
2. Bring your position description and any performance appraisals you have from any Security Industry company or security services provider you have worked in.
3. Consider the possibilities for workplace contact. Are you in a workplace that is supporting your goals to get qualified? Would you feel comfortable to have the assessor contact your workplace or previous workplaces so your skills can be validated?
4. Think about who can confirm your skill level. Think about current or recent supervisors who have seen you work in the past 18 months and will be able to confirm your skills. The assessor will need to contact them. You may also have community contacts or even clients themselves who can vouch for your skills level.
5. Collect any certificates from in-house training or formal training you have done in the past.
6. You can speak with your training organisation about other ways you can demonstrate your skills in the Security industry. These could be letters from employers, records of your professional development sessions, employers or clients in related industries or government agencies, acknowledgements, workplace forms (as long as they don't show client details) or other relevant documents you have developed.

Confidentiality issues

It is important that sensitive information is not included as part of your Supporting Documentation. You may need authorisation from your supervisor or manager to use some of your evidence, so it is always best to check the privacy and confidentiality policies of the organisation. Client names should be deleted and financial figures or other personal details should be blacked out and made unidentifiable.

STEPS IN THE RPL PROCESS

Step 1 – Provide information of your skills and experience

Complete the attached forms and provide as much information of your previous experience in the Taxi industry as you can. This is your first opportunity (and not the last) to provide proof of your variety of experience in the industry. Here you can supply examples of your work history which could include:

- Any licences
- Brief CV or work history
- Certificates/results of assessment –local, interstate or overseas
- Certificates/results of assessment – registered training organizations, universities, Vendor training courses, in house courses, workshops, seminars, symposiums
- Results/statement of attendance/certificates – club courses, e.g. first aid, officials, refereeing, coaching, surf lifesaving, white card, etc.
- Diaries/task sheets/job sheets/log books
- Site training records and competencies
- Membership of relevant professional associations
- Hobbies/interests/special skills outside work
- References/letters from previous employers/supervisors
- Industry awards
- Any other documentation that may demonstrate industry experience

Depending on the company you have worked in, you may or may not have documentary evidence available. This should not deter you from seeking RPL as the Assessor will work with you during the RPL process.

You will also need to supply contact details of one or two work referees who can confirm your skills in the industry.

Step 2 – Conversation with Assessor

An assessor will review the information you have provided (usually with you) and begin to match up your skills to the units/subjects in the qualification. At this point, you will have the opportunity to discuss and identify your previous experience with the assessor who will understand your industry experience and conduct a competency conversation with you. You will be required to answer Security industry related questions to identify your current skills.

Step 3 – Practical demonstration of your skills

The assessor will conduct a practical skills test at your workplace (if appropriate) or at another suitable venue. This, again, is an opportunity to demonstrate your level of competence. This assessment will be focussed on skills that are required in the qualification. Your assessor will identify the skills that he/she will want you to demonstrate.

Further steps

After the assessment, your assessor will give you information about the skills that have been recognised and whether you have gained the full qualification. If you do have skill gaps, these may be addressed through flexible training.

In Summary How to apply for RPL

- | | |
|--------|---|
| Step 1 | Obtain an <i>RPL Application Form</i> |
| Step 2 | Discuss your <i>RPL Application</i> with a course co-ordinator |
| Step 3 | Submit your completed <i>RPL Application</i> |
| Step 4 | Ready to be interviewed and assessed in relation to the units covered in Certificate II in Security Operations. |

What are the possible outcomes of an RPL Application

- Application successful and credits/exemptions granted, current competencies recognised
- Application suspended pending student providing further information/evidence
- Application suspended pending student undertaking formal assessment for credits, exemptions, current competencies applied for by the student
- Application rejected. The student may appeal and the application may be re-assessed. If required, a final decision will be made by the Course Co-ordinator

Costs for RPL Assessment

Refer to fee schedule on application form or in the course information brochure.

Rules of Evidence

Judgements of competence shall be based on the following rules of evidence:

- (i) There is sufficient evidence to reach a decision on competency
- (ii) The evidence is authentic in that it is a measure of the applicant's own performance
- (iii) The competence is current in that the individual is competent at the time of assessment
- (iv) The evidence is valid in that it serves to demonstrate competence against the particular Standard(s) used in the assessment

Portfolio of Evidence

All applicant's shall present a portfolio of evidence which must include:

Checklist

- MANDATORY - Completed Recognition of Prior Learning Kit**
- MANDATORY – Enrolment Application Form**
- MANDATORY - Certified copies of all relevant qualifications in the Security Industry**
- If relevant, certified copies of relevant academic transcripts
(e.g. May be required to demonstrate relevance of qualification to competencies)
- If relevant, certified copies of accreditation documentation from registration authorities
(e.g. States Private Agents Registry or Licensing Service Division Unit)
- If relevant, certified copies of documentation relating to relevant professional development
- If relevant, certified copies of relevant references or duty statements
- If relevant, contact details for referees (Resume – Curriculum Vitae)

VERY IMPORTANT!

All documentation to be forwarded to:

**Technical Advanced Training
Suite 15, 11 – 17 Pearcedale Parade
BROADMEADOWS VIC 3047**

- * APPLICANT SHOULD KEEP A FULL COPY OF APPLICATION**
- * ALL DOCUMENTATION WILL NEED TO BE KEPT ON FILE BY TECHNICAL ADVANCED TRAINING**
- * ENQUIRIES AND QUESTIONS SHOULD BE DIRECTED TO THE COURSE CO-ORDINATOR:**

**TELEPHONE: (03) 9309 0059
EMAIL: info@advancetraining.com.au**



NEED HELP?



Technical Advanced Training
Security & Service Training ~ First Aid Training

SECTION B

Candidate Application Forms

Once you have read the information in the previous section you must complete all of the forms on the following pages. Ensure that all information is completed in full.

RPL APPLICATION FORM

If you wish to apply for an RPL please complete the following documentation /forms. Once this is completed you are required to submit this with the associated evidence to This training organisation's Candidate Administration Officer. Your application and evidence will be assessed and you will be notified of all outcomes.

Applicant Details:

1. Occupation you are seeking recognition in			
2 Personal Details			
Surname			
Preferred Title (Mr, Mrs, Ms, Miss)			
First Name/s			
Any other name used			
Home Address			
Postal address if different from above			
Telephone Numbers	Home:	Work:	
	Mobile:	Fax:	
Date of Birth	/ /		
Gender	MALE <input type="checkbox"/> / FEMALE <input type="checkbox"/>		
Age			
Are you a permanent Resident of Australia	YES <input type="checkbox"/> / NO <input type="checkbox"/>		
Are you of a Aboriginal and /or Torres Strait Islander descent	YES <input type="checkbox"/> / NO <input type="checkbox"/>		
3 Current Employment			
Are you currently employed?		YES <input type="checkbox"/> / NO <input type="checkbox"/>	
If Yes, in which occupation are you currently employed?		
Who is your current employer?		

4. Police/Armed Forces details (If Applicable)	
Branch of Service	
Trade classification on discharge	
5. Further Training	
Have you undertaken any training courses related to the occupation applied for?	YES <input type="checkbox"/> / NO <input type="checkbox"/>
If Yes	
What occupation were you trained in?	
Training completion Date (month, year)	
Country where you trained	
Name of course and institution (if applicable)	
6. Is there any further information you wish to give in support of your application	
7. Professional Referees (relevant to work situation)	
Name
Position
Organisation
Phone Number
Mobile Number
Email Address

Name

.....

Position

.....

Organisation

.....

Phone Number

.....

Mobile Number

.....

Email Address

.....

APPLICANT EMPLOYMENT HISTORY FORM

Name, Address and Phone number of Employers	Period of Employment (DD/MM/YYYY)		Position Held	Full Time Part Time Casual	Description of Major Duties
	From	To			
1.					
2.					
3.					

Name, Address and Phone number of Employers	Period of Employment (DD/MM/YYYY)		Position Held	Full Time Part Time Casual	Description of Major Duties
	From	To			
4.					
5.					
6.					

APPLICANT DOCUMENTATION REGISTER

If you are including documents in your application, please provide a brief description below

Document Number	Document Description (e.g. resume, photos, awards etc)

Declaration

I declare that the information contained in this application is true and correct, an accurate representation of my experience and that all documents are a genuine and accurate copy of the originals.

Candidate Signature: _____ **Date** _____

APPLICATION – Self Assessment Questionnaire
TLI21210 Certificate II in Driving Operations

Candidate Name: _____ **Date Completed:** _____

Candidate Signature: _____

Completion instructions

The purpose of completing the Self-Evaluation Form is to enable candidates who believe that they already possess the competencies, to assess their skills and knowledge against the qualification.

Complete the following pages and identify your capacity to perform the tasks described. Be honest in your appraisal. By completing this self-evaluation you will be identifying the areas where you may be able to apply for recognition.

NB: If this self-evaluation is being used as evidence, your supervisor must evaluate your ability to perform the work tasks. Your supervisor is also asked to comment on your ability to perform these work tasks and verify this by signing each section.

If this self-evaluation is being used only so that you and your Assessor can decide if you should proceed, then it doesn't have to be verified.

Identify your level of experience in performing each competency/task by using the following:

- Frequently
- Sometimes
- Never
- Not applicable (if you are not applying for RPL for this unit)

Please identify your level of experience in each competency.

Unit Code	Unit Title and elements	I have performed these tasks				Supporting Evidence	
		Frequently	Sometimes	Never	Not Applicable	Relevant Work Experience	Document No/s
CORE UNITS							
TLIC2009A	DRIVE TAXI CAB <ul style="list-style-type: none"> • Drive the taxi • Monitor traffic and road conditions • Monitor and maintain vehicle performance 						
TLIL2060A	COMPLETE INDUCTION TO THE TAXI INDUSTRY <ul style="list-style-type: none"> • Identify major areas of the taxi industry in terms of organizational structures, functions and occupations • Apply legislation, regulations and codes of practice governing the taxi industry 						
TLIF2072A	COMPLY WITH SAFETY AND SECURITY PROCEDURES <ul style="list-style-type: none"> • Follow procedures for safety and security • Follow procedures for accident / emergency situations • Deal with threats of physical violence • Identify and implement strategies to minimize fatigue 						

Unit Code	Unit Title and elements	I have performed these tasks				Supporting Evidence	
		Frequently	Sometimes	Never	Not Applicable	Relevant Work Experience	Document No/s
TLIB2090A	USE COMMUNICATION SYSTEMS IN A TAXICAB <ul style="list-style-type: none"> Identify features of taxi communication system Operate taxi communication system Use appropriate communication protocols Maintain communication equipment operational status 						
TLIP2037A	CARRY OUT FINANCIAL TRANSACTIONS & MAINTAIN RECORDS <ul style="list-style-type: none"> Operate taxi meter in accordance with tariff structures and hiring arrangements Calculate fares and handle payment transactions Maintain daily records for accounting purposes 						
TLIH3004A	IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS <ul style="list-style-type: none"> Locate all major roads, highways and suburbs in a metropolitan area Locate transport interchanges, jetties, ports, stations and terminals Identify main public services and facilities Locate key features in a central business district 						

Unit Code	Unit Title and elements	I have performed these tasks				Supporting Evidence	
		Frequently	Sometimes	Never	Not Applicable	Relevant Work Experience	Document No/s
TLII2019A	PROVIDE TAXICAB CUSTOMER SERVICE <ul style="list-style-type: none"> • Establish contact with customers • Present a positive organizational / professional image • Identify the needs and expectations of different customers • Meet the identified customer needs and expectations • Deal with difficult customer situations 						

DECLARATION TO BE FILLED OUT BY APPLICANT

- * I declare that all and any information provided is true, accurate and complete to the best of my knowledge.
- * I give Technical Advanced Training permission to make such enquiries as necessary in order to verify any and all information I have provided as part of this application and in any supporting documentation.
- * I understand that any false or misleading statements and/or information may result in my application being rejected and the forfeiting of all fees paid.
- * I have included with my application all the necessary items listed in the Portfolio of Evidence.

Applicant's Signature		Date	
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SECTION C

Third Party Reports

The attached proforma are for you to take to your previous employers or referees to gain confirmation of your skills against the required competencies. You should schedule an appointment with the person to go through this proforma and have it completed.

It may be beneficial to make contact with the employers/referees early in the recognition process to make appointments, particularly if you have to travel some distance to visit them. This may be done on the same day as a practical assessment in the workplace if appropriate.

It is recommended that verification be obtained from an employer who can confirm your industry skills in context over time.

EMPLOYER TESTIMONIAL

(Date)

To whom it may concern,

RE: _____ skills in/as _____
(insert candidate name) *(insert industry/job title)*

I certify that the above named person has:

worked at _____ for a period of ____ years and
____ months

and has regularly undertaken the following activities within the workplace since commencing employment with this organisation:

For each area provide a brief explanation of your observations of the candidate performing these tasks

TECHNICAL ADVANCED TRAINING: R.P.L - EVIDENCE CHECKLIST SHEET FOR TLI21210 Taxi Driving Units

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle related skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use
	Yes	No		
<p>TLIC2009A DRIVE TAXI CAB</p> <p>Description of Unit This unit involves the skills and knowledge required to drive a taxicab safely including systematic and efficient control of all taxi functions, monitoring of traffic and road conditions, management of taxi condition, and performance and effective management of hazardous situations. Assessment of this unit will be undertaken within a taxi driver licensing examination conducted by, or under the authority of, the relevant State/Territory Authority. Persons achieving competence in this unit will need to fulfil all of the relevant State/Territory taxi driver licence requirements before driving a taxi on a public road.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> ■ Follow correct taxicab handling procedures ■ Monitor traffic and road conditions ■ Carry out pre-operational checks ■ Monitor and maintain vehicle performance ■ Follow OHS and environmental protection procedures and regulations ■ Follow emergency procedures when required 			<ul style="list-style-type: none"> ■ Relevant road rules, regulations, permit and licence requirements of the relevant State/ Territory road traffic/ taxicab control authority ■ Relevant OHS and environmental procedures and regulations ■ Taxicab controls, instruments and indicators and their use ■ Taxicab handling procedures ■ Efficient driving skills ■ Pre-operational checks carried out on vehicle and related action ■ Differences between transmission types ■ Map reading and navigation techniques ■ Driving hazards and related defensive driving techniques ■ Causes and effects of fatigue on drivers 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “TLIC907C – DRIVE TAXI CAB”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle related skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use
	Yes	No		
<p>TLIL2060A COMPLETE INDUCTION TO THE TAXI INDUSTRY</p> <p>Description This unit involves the skills and knowledge required to complete workplace orientation procedures when commencing work as a taxi driver, including identifying major areas of the workplace in terms of functions, organizational structures and occupations, legislation and regulations.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> ■ Locate, interpret and apply relevant information ■ Describe workplace operating principles, products and services ■ Provide customer/ client service and work effectively with others ■ Maintain basic workplace documentation and records ■ Describe the contract of bailment ■ Follow workplace procedures and ethical requirements relevant to the position ■ Covey information in written and oral form 			<ul style="list-style-type: none"> ■ Workplace procedures and standards and duty of care requirements under OHS Act, Transport Act, Transport (Taxi-Cabs) Regulations, Road Safety legislation and other relevant legislation and regulations ■ Workplace structures including roles and responsibilities ■ Depot locations ■ Emergency procedures ■ Basic workplace documentation and record keeping procedures and requirements ■ Customer service standards and procedures ■ Ability to communicate effectively with others in the workplace ■ Ability to identify and correctly use equipment, processes and procedures 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of "TLIL2060A – COMPLETE INDUCTION TO THE TAXI INDUSTRY".</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use
	Yes	No		
<p>TLIF2072A COMPLY WITH SAFETY AND SECURITY PROCEDURES</p> <p>Description This unit involves the skills and knowledge required to follow and apply OHS procedures when carrying out work activities, including identifying and following workplace procedures for safety and security, accident/emergency procedures; and identifying and minimizing fatigue.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> ■ Ability to follow established procedures for occupational health and safety, security hazard identification and risk controls ■ Interpret and use information about accident-emergency policies and procedures and duty of care responsibilities ■ Demonstration of safe work practices ■ Locate, interpret and apply relevant information ■ Complete OHS and accident-emergency records/reports as required 			<ul style="list-style-type: none"> ■ Manually assisted lifting ■ Appropriate reporting procedures including emergency, fire and accident procedures ■ Codes and systems used for breaches of security ■ Ways of recognising fatigue ■ Ways of managing fatigue ■ Causes and effects of fatigue on drivers ■ Strategies to manage fatigue ■ Lifestyles which promote the effective long-term management of fatigue ■ Location and use safety alarms, emergency shut-off systems, emergency communication systems 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “TLIF2072A – COMPLY WITH SAFETY AND SECURITY PROCEDURES”.</p> <p>Workplace Name:_____ Contact Telephone number:_____ Signature:_____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>TLIB2090A USE COMMUNICATION SYSTEMS IN A TAXICAB</p> <p>Description This unit involves the skills and knowledge required to use communication systems including operating a communication system effectively, using appropriate communication protocols, communicating with a base, and identifying faulty operation of communications equipment and taking appropriate action.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> ■ Identify taxi radio/computer dispatch and security communication systems features and functions ■ Operate a taxi communication system effectively ■ Communicate effectively using communication systems ■ Maintain communication equipment operational status ■ Use a communication system during emergencies ■ Identify faults in communications equipment ■ Maintain workplace records and documentation ■ Identify communication problems and take appropriate action 			<ul style="list-style-type: none"> ■ Relevant procedures and duty of care requirements ■ Relevant OHS responsibilities ■ Protocols and procedures for communicating with others using relevant communication technology ■ Procedures and protocols for the use of communication systems during an emergency ■ Features of various communications systems ■ Basic communication techniques including phonetic alphabet ■ Basic principles of effective communication ■ Basic barriers to effective communication and how to overcome them ■ Pre-operational checks for communications systems and equipment ■ Ability to identify and use required communication technology 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “TLIB2090A – USE COMMUNICATION SYSTEMS IN A TAXICAB”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>TLIP2037A CARRY OUT FINANCIAL TRANSACTIONS & MAINTAIN RECORDS</p> <p>Description This unit involves the skills and knowledge required to operate a taxi meter in accordance with different tariff structures and taxi hire arrangements, calculate fares and handle payment transactions, and maintain records for accounting purposes.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> ■ Apply tariff structures and taxi hire arrangements ■ Operate a taxi meter ■ Select and use appropriate mathematical processes when conducting transactions ■ Conduct cash, credit and other non-cash payment transactions ■ Fill out dockets, vouchers, point of sale documents and other relevant taxi documentation legibly in writing ■ Respond appropriately to telephone and verbal inquiries ■ Identify required credit clearances and transaction limits ■ Maintain transaction records and documentation 			<ul style="list-style-type: none"> ■ Taxi meter functions ■ Tariff structures ■ Hiring arrangements ■ Relevant OHS and procedures and guidelines ■ Risks/hazards when carrying out transactions and related precautions to control security threats ■ Ability to complete documentation and maintain records for taxation purposes such as ABN, BAS, End of shift reports, Other relevant forms and applications ■ Contingency planning relating to managing and controlling security threats ■ Requirements of taxi work systems/operations and relevant equipment ■ Ability to identify and correctly use transaction equipment, processes and procedures ■ Implications of credit and financial institution codes of practice 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “TLIP2037A – CARRY OUT FINANCIAL TRANSACTIONS AND MAINTAIN RECORDS”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>TLIH3004A IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS</p> <p>Description This unit involves the skills and knowledge required by taxi drivers when interpreting information from a road map or street directory, to plan and navigate the most appropriate route taking into account pertinent factors, including the local geographical details and features of major roads, transport interchanges, suburbs, landmarks, public services and facilities, tourist attractions and central business districts.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> ■ Use a street directory ■ Interpret and apply relevant maps and related route information and resources ■ Identify and locate all main arterial roads ■ Identify entry and access to major road systems, including primary, secondary, collector and local roads ■ Identify roads and suburbs connecting with freeways and transport interchanges, terminals, jetties, ports and stations ■ Identify and locate metropolitan suburbs, hospitals, hotels, motels, museums, sporting events and tourist attractions 			<ul style="list-style-type: none"> ■ Main arterial roads ■ Entry and access points to major road systems ■ Location of metropolitan suburbs ■ Most appropriate routes for entering and exiting a city centre ■ Roads and suburbs connecting with freeways and transport interchanges, terminals, jetties, ports and stations ■ Location of main hospitals, hotels, sporting venues, museums and tourist attractions ■ Location of city centre streets and major buildings and traffic flows ■ Bus and emergency lane usage ■ Traffic patterns and densities ■ Road signs and route markers 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “TLIH3004A – IDENTIFY MAJOR ROADS, SERVICES AND ATTRACTIONS”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Unit of Competence & Elements of Competency	Tick		Employers Section Only <i>(Employer must circle skills and fill out declaration below)</i> Applicant has performed <u>some/ all</u> of the following skills below:	Office Use Only
	Yes	No		
<p>TLII2019A PROVIDE TAXICAB CUSTOMER SERVICE</p> <p>Description This unit involves the skills and knowledge required to provide customer service to passengers in taxis, including establishing effective communication with customers, identifying and assessing the needs and expectations of different customers, meeting the identified customer requirements and dealing with difficult customer situations.</p> <p>I have experience in the following areas:</p> <ul style="list-style-type: none"> ■ Communicate effectively with a range of customers, including those with special needs ■ Select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context ■ Identify and meet customer needs ■ Seek assistance as appropriate ■ Deal with common customer complaints and take steps to avoid them ■ Identify difficult customer situations and apply problem solving techniques and conflict resolution skills where necessary ■ Work effectively with others ■ Maintain workplace records 			<ul style="list-style-type: none"> ■ Active listening ■ Used open and/or closed questions ■ Speaking clearly and concisely ■ Using appropriate language and tone of voice ■ Giving customers full attention ■ Maintaining eye-contact ■ Non-verbal communication eg body language, personal presentation ■ Legible writing ■ Customer service and effective communication protocols ■ The taxi drivers role in presenting a positive image to the public and delivering customer service ■ Relevant OHS and anti discrimination procedures and guidelines ■ Security and emergency procedures ■ Services to customers with disabilities 	
<p>Declaration to be filled out by your current or past employer as supporting evidence.</p> <p>Declaration I declare that the information on this form is, to the best of my knowledge, true, correct and complete.</p> <p>I _____ declare that the above applicant has demonstrated competence in the following areas of “TLII2019A – PROVIDE TAXICAB CUSTOMER SERVICE”.</p> <p>Workplace Name: _____ Contact Telephone number: _____ Signature: _____</p>				

Signature of referee

Print Name and Position of referee and business address

Please attach a current business card to this testimonial where available

<i>Office Use Only</i>					
Assessor		Signed		Date	