

Australian Capital Territory

Road Transport (Driver Licensing) Public Vehicle Driver Training Course Approval 2015 (No 1)*

Notifiable Instrument NI 2015-45

made under the

Road Transport (Driver Licensing) Regulation 2000, section 65 (Approval of public vehicle driver training courses)

(1) Name of Instrument

This instrument is the *Road Transport (Driver Licensing) Public Vehicle Driver Training Course Approval 2015 (No 1)*.

(2) Commencement

This instrument commences on the day after notification.

(3) Authorisation

Under section 65, I approve the course referred to in Schedule 1 provided by the Transport Industry Skills Centre Inc to be an approved public vehicle driver training course.

(4) Revocation

This instrument revokes NI 2012 – 381 dated 20 July 2012.

Kerry Bell
Delegate of the Road Transport Authority

30 January 2015

*Name amended under Legislation Act, s 60

SCHEDULE 1

APPROVAL OF PUBLIC VEHICLE DRIVER TRAINING COURSE TAXI DRIVER TRAINING COURSE PROVIDED BY TRANSPORT INDUSTRY SKILLS CENTRE INC.

Course of instruction covers the following:

Elements:	Delivery & Assessment:
Drive taxi cab – professional driver training including passenger comfort, route navigation and defensive driving techniques including, but not limited to posture/steering exercise, ABS braking and system of vehicle control	Theory & practical
Monitor traffic and road conditions	Theory & practical
Monitor and maintain vehicle performance	Theory & practical
Establish contact with customers	Theory
Present positive organisational/professional image	Theory & practical
Identify the needs and expectations of different customers	Theory & practical
Meet the identified customer needs and expectations	Theory & practical
Deal with difficult customer situations	Theory & practical
Apply ethical behaviour	Theory
Identify features of taxi communications system	Theory & practical
Operate taxi communications system	Theory & practical
Use appropriate communications protocols	Theory & practical
Maintain communication equipment operational status	Theory & practical
Identify major areas of the transport industry	Theory
Apply legislation, regulations and codes of practice governing the transport industry	Theory
Identify major elements of industrial relations area in which driver works	Theory
Operate a taxi meter in accordance with tariff structures and hiring arrangements	Theory & practical
Calculate fares and handle payment transactions	Theory & practical
Maintain daily records	Theory & practical
Locate all major roads, highways and suburbs in a metropolitan area	Theory & practical
Locate transport interchanges/jetties/ports/stations and terminals	Theory & practical
Identify main public services and facilities	Theory & practical
Locate key features in a central business district	Theory & practical
Follow procedures for safety and security	Theory & practical
Follow procedures for accident/emergency situations	Theory
Deal with threats of physical violence	Theory
Identify and implement strategies to minimise and manage fatigue	Theory

To obtain a certificate of competency students must successfully complete all of the following requirements:

- 1) Attend **every session** of the 3 day training course as outlined above.

- 2) Be deemed competent in each element as listed above which cover the following units of competence from the Transport and Logistics Training package TLI10:
 - TLIC2009A Drive Taxicab
 - TLII2019A Provide Taxicab Customer Service
 - TLIB2090A Use Communication Systems in a Taxicab
 - TLIL2060A Complete Induction to the Transport Industry
 - TLIP2037A Carry out Financial Transactions and Maintain Records
 - TLIH3004A Identify Major Roads, Service and Attractions
 - TLIF2072A Comply with Safety and Security Procedures

- 3) Complete a 2 hour practical driving assessment – in a fully equipped Taxi (equivalent to those required by the industry). The assessment will be conducted the following week after the course completion by TISC Authorised Assessors.

- 4) Completion of the Taxi ‘T’ code assessment (conducted at same time as practical driving assessment in step 3).

- 5) A driver of a Wheelchair Accessible Taxi must also achieve the competency:
 - TLICI2040A – provide wheelchair accessible taxi services to passengers with disabilities. Practical assessment for this component must occur using a wheelchair accessible taxi with a TISC Authorised Assessor.