

Course Outline

TLIC0026 Provide wheelchair accessible taxi services to passengers with disabilities



Unit of Competency Code and Title	TLIC0026 Provide wheelchair accessible taxi services to passengers with disabilities
Training Product Status	V2.0 Current as of 10 th May 2024
Purpose	This unit involves the skills and knowledge required to provide wheelchair accessible taxi services to passengers with disabilities. It includes carrying out pre-operational checks of the taxi and its ancillary equipment, communicating effectively with passengers, securing passengers, and using mobility aids and/or ancillary equipment. It also includes providing appropriate support to passengers getting into and out of the taxi, during their journey, and manoeuvring the taxi with due consideration of the passenger's disability. This unit applies to all taxi drivers who are authorised to drive a wheelchair accessible taxi. Work involves transferring passengers and applying the aid of equipment/appliances to do this. Driving is performed with limited or no supervision, and with full accountability and responsibility for self and others in achieving the prescribed outcomes. This unit may meet part of the certification requirements for obtaining taxi driver accreditation. As requirements may vary between states and territories, people seeking taxi accreditation should contact their state or territory taxi regulator.
Delivery Method	Blended: Face to Face Training & Online
Location	This course is delivered face to face at 7 Albion Street Woolloongabba QLD 4102 Office locations for submitting enrolment forms/assessments are done online for Cloud Assess.
Course Duration	20 hours of compulsory pre-reading online 2 x 8-hours day of face-to-face training Approximately 6 hours of self-study and 8 – 10 hours of practical training and assessment. This is split over 1-2 days depending on scheduling of Wheelchair Accessible Passengers.
Career Outcomes	Once you have successfully completed the TLIC0026 Provide wheelchair accessible taxi services to passengers with disabilities, you can apply for jobs within the Transport and Logistics, which may include: • Taxi Driver • Wheelchair accessible Taxi Driver
Education Pathways	The further study pathways available to students who undertake this course include: • TLI21216- Certificate II in Driving Operations
Pre-requisites	There are no pre-requisites for this course.
Entry Requirements	This course is available to students who are able to provide evidence that they: • Have a suitable level of language, literacy and numeracy to complete the course requirements with or without additional support which 13CABS is able to provide (on a case-by-case basis). • Must be at least 21 years of age prior to enrolment • Must hold a current Drivers Accreditation- Industry Authority. Physical requirements: You must have reasonable fitness to be able to assist the disabled passengers in and out of the car, including bending, lifting, and kneeling and handing the wheelchairs.

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Conditions of Assessment: Assessment will take place in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment will occur in simulated workplace operational situations that replicate workplace conditions.			
Units of Competency The course requires the completion of the following unit:			
Code	Unit title		Type
TLIC0026	Provide wheelchair accessible taxi services to passengers with disabilities		Core
Intakes and Timetable	Commencement	Completion	Class times
	TBC	TBC	TBC
	TBC	TBC	TBC
Training Arrangements	The course includes a pre-reading component, online training component, self-study component and practical work placement component. Compulsory Pre-reading After the enrolment, you will be provided with a reading booklet plus 2 activity booklets. This will be available online via Cloud Assess at the time of enrolment. You will be required to undertake compulsory pre-reading and completion of activity booklets for approximately 20 hours before attending the online/face to face session. Online tutorial The course will be delivered blended face to face and online over Microsoft Teams using PowerPoints and Session Plans. The classroom training will provide you with the opportunity to share ideas, discuss and explore unit concepts, ask questions and consolidate learning from self-study during class times. Online sessions are planned to ensure you participate in group learning and cater for a wide variety of learning styles. Along with regional locations. During the blended class, you will be provided information about the assessment tasks that needs to be completed as part of homework activities. Self-study/Homework You will be required to complete up to 6 hours of self-paced theory assessment activity after having completed the pre-reading and online training. You may seek the support of your trainer/assessor for further training/explanation where needed. Work Placement You are required to undertake 8– 20 hours of work placement under the guidance of a highly experienced Maxi Mentor (workplace supervisor). Maxi Mentors are highly experienced and will provide hands-on practical training in transporting disabled customers. You will be taken out on the road with the Maxi Mentor and provided with real-time on the job experience. During this work-placement, you will begin by shadowing the Maxi Mentor. You will then complete a minimum of 6 lifts and continue doing so until you are at a competent standard. When the Maxi Mentor is satisfied that you are carrying out lifts to standard, the Maxi Mentor will then record 2 videos of yours undertaking the full lifts and the required activities, to be submitted as evidence for your final assessment to the assessor. The Maxi Mentor will also be provided with a checklist and a form to fill in that has information about the job number, time and date of pick up and drop off, any specific circumstances related and other questions for the maxi mentor that will be supplied as evidence towards your training and assessment requirements. In the instance that you require more training or time to be assessed, additional time in class will be offered (up to 2 hours or more), by the Trainer/Assessor who will continue to deliver and assess theory and practical skills until competency is achieved by you. Alternatively, you will be offered the opportunity to attend a subsequent class at no further costs.		
Additional Support	You will complete a language literacy and numeracy assessment upon enrolment to determine your learning support needs. You will be provided with a range of learning support options and resources to help you achieve competency. Where additional support needs have been identified an <i>Individual Support Plan</i> will be developed which may include: • Mentoring from trainers • Additional classes, tutorials and workshops • Online support and exercises		

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	• Computer and technology support • Referral to external support services • Reasonable adjustment to assessments Provision of additional support services will be provided where necessary to enable you to participate in the same way as any other person regardless of whether support services have been required.
Assessment Arrangements	Assessment will be conducted individually via Cloud Assess. You will be provided with an Assessment Booklet for the unit of competency which includes: • A full description of all assessment tasks for the unit of competency • Assessment instructions for each unit of competency • Assessment resources for each unit of competency • Details about when assessment will occur • Details about assessment submission There are a variety of assessment methods used for this course including: • Quiz and Written Questions • Scenarios/Case studies/Role Plays • Practical Observations • Third party report You will be advised by your trainer and assessor about the assessment requirements for the unit at the commencement of delivery for the unit and the submission.
Course Credit	Yellow 13cabs Driver Academy can grant you credit towards your course for unit of competency that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit in your course, and the subject or unit you have completed. There is no charge to apply for Credit. To apply, fill in the Credit Application Form and submit it as part of your enrolment. *Please refer to your Handbook for more information on Course Credit.
Recognition of Prior Learning (RPL)	Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. Yellow 13cabs Driver Academy has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to you wishing to take up this option. You should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course. During the entry process and interview stage, Yellow 13cabs Driver Academy will discuss with you the process and options for RPL. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence. A trainer/assessor will be available to assist you throughout this process. *Please refer to your Handbook for more information on RPL.
Costs	Total Course Fees is \$150 which is to be paid at the time of enrolment. Payment plan is not available for this course. This is only one-off payment. RPL Costs: • Application Fee - \$150 • Charge per unit of competency - \$150 Nationally Recognised Training does not incur GST. You will only be eligible to receive your Statement of Attainment if fees have been paid in full and all course requirements have been met. *Please refer to your Handbook for our Fees and Refunds Policy.
Inclusions	Unless otherwise specified, course fees include all the training and assessment as well as required resources/ textbooks for you to achieve the course in which you are enrolling. Additional charges apply if you require:

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	• Additional copies of your record of results and/or statement of attainment. A cost of \$50 per document plus the cost of postage if required • Additional copies of any other learning and assessment material. A fee of \$20 per printed document applies if required. • Printing costs as may be required to complete assessments or homework activities, or if you require a copy of any records that Yellow 13cabs Driver Academy holds about them. Yellow 13cabs Driver Academy provides printing or copying for a cost of 20c per page, however you may use your own or other printing facilities. Where you fail to achieve a satisfactory outcome after three attempts at an assessment task, you will need to re-enrol into the unit. This will be free of cost.
Selection Process	You will be required to complete a language, literacy and numeracy (LLN) assessment prior to finalising your enrolment to ensure that the course is suitable for you and that Yellow 13cabs Driver Academy is able to meet your individual needs. The assessment includes a written test and an interview to complete the verbal component of the test. If you do not achieve the required level in your LLN assessment Yellow 13cabs Driver Academy will (where possible) provide you support measures. Where this is not possible your enrolment application will not be accepted in this instance, and you will be referred to an appropriate external services or courses. You may reapply in the future once you have undertaken further language, literacy and numeracy skills training.
How to apply	If you would like to enrol into the TLIC0026 Provide wheelchair accessible taxi services to passengers with disabilities, please refer to our Enrolment Form online https://13cabs.weworkbook.com/home/enrolmentform.php. Phone: (07) 3738 4373 Email: drivertraining@13cabs.com.au Please fill out all sections in the Enrolment Form via online. Online: https://13cabs.weworkbook.com/home/enrolmentform.php (or) Email: drivertraining@13cabs.com.au Once we receive your completed forms, we will contact you to arrange an entry interview.

If you would like to discuss this course in more detail, please call us for a confidential discussion on (07) 3738 4273.

This course outline should be read in conjunction with Yellow 13cabs Driver Academy's Handbook.