Southern Queensland Institute of TAFE

Taxi Training Proposal

Prepared for
Dionne Harman
Senior Policy Officer
Industry Standards & Taxi
Passenger Transport Division
Department of Transport and Main Roads
A Partnership

Southern Queensland Institute of TAFE values the opportunity to build a strong and long lasting relationship with the Queensland Gas Company. We look forward to working together with you to develop a program of training solutions that will meet your employees requirements.

We pride ourselves on delivering industry-relevant training across Queensland – and based on our discussions, we have developed an initial proposal that will outline how we can determine your training needs, recognise existing skills of staff and determine and provide skill gap training where appropriate. This proposal includes the program structure and our costs associated with our services for the training needs analysis and skills mapping component. To ensure accuracy additional costs for the remainder of the stages of the project will be provided to QGC for their approval at the end of each stage prior to the commencement of the next stage.

For further information relating to this project please do not hesitate to contact us to discuss.

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Taxi Training Proposal

TAXI TRAINING BRIEF
As at 22nd April 2010

Concept Brief:
Driver Authorisation for Taxi Services

Background:
Driver authorisation is a qualification a driver of public passenger vehicles must attain and maintain to operate the vehicle. To attain this qualification, new applicants are now required to complete a suite of training competencies along with the mandatory documentary evidence.

Aim:
The purpose of this brief is to present training options to address the requirements of the qualification.

Operational:
National Taxis Driver Competency Units to be undertaken are listed below.

<table>
<thead>
<tr>
<th>Reference</th>
<th>Title</th>
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<tbody>
<tr>
<td>TLIB9009A</td>
<td>Use communications systems in a taxi cab</td>
</tr>
<tr>
<td>TLIC907C</td>
<td>Drive taxi cab</td>
</tr>
<tr>
<td>TLIC4009A</td>
<td>Provide wheelchair accessible taxis services for passengers with disabilities</td>
</tr>
<tr>
<td>TLIF7209A</td>
<td>Comply with safety and security procedures</td>
</tr>
<tr>
<td>TLIH409B</td>
<td>Identify major roads, services and attractions</td>
</tr>
<tr>
<td>TLI1909A</td>
<td>Provide Taxis Cab customer service to industry</td>
</tr>
<tr>
<td>TLIL6009A</td>
<td>Complete induction to the Transport Industry</td>
</tr>
<tr>
<td>TLIQ1609A</td>
<td>Carry out financial transactions and maintain records</td>
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</tbody>
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Resource development:
SQIT will develop the necessary learning tools and assessment instruments, training record book and create a contextualise mapping guide.

Details of the timelines and cost of resource development are outlined in schedule A.
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Training:
Training will be a combination of face to face and “On the Job training”. The participants will initially undertake 40 hours of block delivery (5 days @ 8 hrs). Once the participants have completed this training, they will progress to the on job component. Participants will be required to have access to a taxi to undertake the phase of the training program and assessment (5 hours in total 2 X 2.5 hrs sessions).

SQIT will develop a training program and schedule the elements of competencies to be undertaken. SQIT will structure specific training and assessment activities that the participants are required to demonstrate. This will ensure a consistency of delivery product and assessment standards across all locations.

Timelines of Project:
It is envisage that once the resources have been developed the training could be commenced. The proposed commencement time would be September 2010. It is understood that those participants with English as a second language would be required to complete the ESL training component in the first instance, before commencing the Taxi Driver competencies.

Scope of Project:
Based on the data of that has been provided by main roads a statewide approach will be necessary to meet the outcomes. It is proposed that SQIT would partner with training providers across regional and metropolitan locations to facilitate a consistent standard of delivery methodology.

Delivery locations to include:

Metropolitan
Brisbane (Including Ipswich & Redcliffe)
Gold Coast

Regional
Cairns
Gladstone
Hervey Bay
Mackay
Mount Isa
Rockhampton
Sunshine Coast
Toowoomba
Townsville

The data provided from indicates an average of 4500 participants per annum would make application for the qualification. SQIT would schedule delivery sessions to be implemented across that state. SQIT would produce a calendar of location training sessions. A minimum number of 12 students would be required to deliver the face to face sessions. The maximum number of students per course would be 30. Students may need to travel to accompanying locations if the scheduled programs do not suite the individual.
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Parties involved:

<table>
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<tr>
<th>Organisations</th>
<th>Role</th>
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<tbody>
<tr>
<td>SQIT Transport and Logistics Team</td>
<td>Develop resources and delivery training</td>
</tr>
<tr>
<td>SQIT Management team</td>
<td>Develop co-provider agreements to deliver training to the greater QLD region. Manage the funding agreement with the Department. Distribute funding to co-providers.</td>
</tr>
<tr>
<td>Identified training partners</td>
<td>Deliver training as per the designated program produce by SQIT</td>
</tr>
<tr>
<td>DET Purchaser</td>
<td>Support training initiative through the provision of funding</td>
</tr>
<tr>
<td>Department of Main Roads</td>
<td>Participate in the distribution of marketing materials and direct applicants to the training source.</td>
</tr>
</tbody>
</table>

Marketing:
SQIT would develop marketing material outlining the details of the program, locations and times of delivery. A web site link can be developed for participants can gain all the relevant information.

Funding Arrangements:
The funding arrangements will be driven by either of the following fund sources:

**Option 1**
The Department of Main Roads would need to negotiate an industry enterprise agreement with the Department of Education and Training Purchaser to utilise Vet Revenue General Funding. The DET purchaser would need to provide an allocation of VRG funded hours additional to the current SQIT agreement, and SQIT would broker these funded hours/dollars to co-providers on an outcome basis. Under this arrangement participants would be required to pay the regulated fees and charges.

At this stage the nominal hours of the new competencies have yet been applied. This allocation of nominal hours will occur once the competencies have been endorsed. SQIT is of the opinion that the range of nominal hours may sit somewhere between 250-300 hours for the skill set. Based on the data of approximately 200 participants per month requiring training, this would equate to approximately 600 000 hours of VRG being made available from the department.

Consideration for the new mandated requirements for participants to undertake literacy and numeracy training may impact of the number of participants per month.

If VRG is accessed the costs per person would pay the nominal hourly rate of regulated fees which is $522.50 P/Person (Full Fee)
Participants holding a concession care would pay $323.50 P/Person

**Option 2**
Participants pay a Fee for Service price which would be $2,830.00
Schedule A:

Resource development

The number of hours required for the development of the training resources is 320hrs.

Resources to be developed include learning guides, assessment books and training records books for the following units.

TLIB9009A  Use communications systems in a taxi cab
TLIC907C   Drive taxi cab
TLIC4009A  Provide wheelchair accessible taxis services for passengers with disabilities
TLIF7209A  Comply with safety and security procedures
TLIH409B   Identify major roads, services and attractions
TLII1909A  Provide Taxis Cab customer service to industry
TLIL6009A  Complete induction to the Transport Industry
TLIQ1609A  Carry out financial transactions and maintain records

The cost of resource development would be $49 500.00
It is envisaged that the resources could be developed by September 2010. To achieve this timeline the resource development would need to be commenced by June 2010.
22 April 2010

Dionne Harman  
Senior Policy Officer  
Industry Standards & Taxi  
Passenger Transport Division  
Department of Transport and Main Roads

Dear Dionne

Re: Taxi Training Proposal

Further to our conversation on 6th April, 2010, we are pleased to submit the following quotation for the Taxi Training, for the Main Road department.

The costs associated with the services provided by SQIT staff are in relation to the development of resources to support the delivery and training of the Taxi competencies required by the training package and in accordance with the packaging rules. As the public provider SQIT will ensure the quality and oversee any auspicing arrangements that are the result of consultation with appropriately qualified trainers within other companies and the industry in general. These agreements will be negotiated through the terms and requirements of the Southern Queensland Institute of TAFE.

The delivery of these programs for applicants to the industry will be managed with the client (Passenger Transport Division) to ensure consistency and quality of outcomes.

Additionally the Passenger & Transport Division will be required to,  

- Support the delivery with appropriate advice around the legislative requirements.  
- Marketing through industry networks.  
- Ensure all feedback on the processes is relayed back both good natured and negative to be allowed the required response and correction or acknowledgements which ever applies.

This quote remains valid for 60 days from the above date of this letter.

Your point of contact is Mick Dickenson and can be contacted on 07 4694 1838 or email michael.dickenson@deta.qld.gov.au.

We look forward to hearing from you in the near future.

Yours sincerely,

Fenella Gesch  
Director  
Manufacturing and Built Environment Faculty  
Southern Queensland Institute of TAFE  
Toowoomba Campus