

Taxi Driver Authorisation and Training Requirements

Frequently asked questions for taxi driver applicants

What are the new taxi driver training requirements?

From 24 January 2011, all new applicants for taxi driver authorisation (DA) who intend to drive in major contracted taxi service areas will be required to successfully complete training in the seven nationally endorsed competency units delivered by a Registered Training Organisation (RTO).

What are the seven competency units?

The seven required competency units are:

- Complete induction to the transport industry (TLIL6009A or TLIL2060A)
- Drive taxicab (TLIC907C or TLIC2009A)
- Use communication systems in a taxicab (TLIB9009A or TLIB2090A)
- Comply with safety and security procedures (TLIF7209A or TLIF2072A)
- Identify major roads, services and attractions (TLIH407B or TLIH3004A)
- Provide taxicab customer service (TLII1909A or TLII2019A)
- Carry out financial transactions and maintain records (TLIQ1609A or TLIP2037A).


What is a major contracted taxi service area?

Major contracted taxi service areas are defined by the Department of Transport and Main Roads (TMR) as areas that have 35 or more taxi service licences. Therefore, taxi service areas are affected by this new training requirement are:

- Brisbane
- Cairns
- Gold Coast
- Ipswich
- Mackay
- Redcliffe
- Rockhampton
- Sunshine Coast
- Toowoomba
- Townsville.

I intend driving in a taxi service area with 34 or fewer taxi service licences, do I still need to meet the new training requirements?

No, new taxi driver authorisation applicants who intend to drive in areas that have 34 or fewer taxi service licences will not be required to complete the seven competency units. However, new taxi driver applicants will be required to successfully complete the Queensland 'Taxiplus' training course. Refer to your local taxi booking company or taxi operator for information on the training arrangements in your area.



New applicants for taxi driver authorisation who have obtained taxi driver authorisation to drive in areas with 34 or fewer taxi service licences will not be able to drive taxis in major contracted taxi service areas without successfully completing the competency based training.

Who can deliver the training?

This nationally accredited training must be delivered by an RTO. Therefore, taxi booking companies and taxi operators in affected areas who currently conduct their own taxi driver training will be required to either become an RTO or partner with an established RTO to continue to provide this training and be recognised by TMR as an appropriate training provider.

How long will the new training take to complete, and what will it cost?

The length of the training course and the cost will be determined by the RTO delivering the training. Please discuss this directly with the RTO delivering the training.

I'm currently not a taxi driver, but I've previously held a taxi driver authorisation. Do I still have to meet the new training requirements to become a taxi driver again?

New taxi driver authorisation applicants who intend to drive in a major contracted taxi service area will be required to complete this training, even if taxi driver authorisation has been held in the past.

I'm currently a taxi driver. Do I still have to meet the new training requirements?

No. The new training requirements are not retrospective. If you have obtained driver authorisation prior to 24 January 2011, you will not be affected by these changes.

Will I need to meet the new training requirements to renew my existing driver authorisation?

No. If you maintain the currency of your driver authorisation, you will not need to undertake further training to meet the new training requirements to renew your driver authorisation.

I have undertaken training with an RTO and have been issued a Confirmation of Training document. What does this mean?

A Confirmation of Training document is issued by an RTO when the RTO has determined that you have successfully completed training in the underpinning knowledge and skills of the seven required competency units. If the Confirmation of Training document is presented to a TMR Customer Service Centre, you may be eligible to be granted provisional driver authorisation while you complete the practical, on-the-job component of your training prior to your being issued a Statement of Attainment or Certificate.. When a provisional driver authorisation is issued on this basis it is:

- non-renewable
- may only be granted for a maximum period of 6 months
- is subject to a requirement that you are issued with a Statement of Attainment from the RTO within the 6 month term.



I have undertaken training with an RTO and have been issued with a verification letter and Statement of Attainment or Certificate. What does this mean?

A Statement of Attainment or Certificate is issued by an RTO when the RTO has determined that you have successfully demonstrated your competency in the seven required competency units. The RTO will also issue you a verification letter with your Statement of Attainment or Certificate. If the verification letter and Statement of Attainment or Certificate are presented to a TMR Customer Service Centre, you may be eligible to be granted taxi driver authorisation for your nominated period.

You must present the original verification letter and Statement of Attainment or Certificate to the TMR Customer Service Centre.