

National Certificate in Passenger Service (Small Passenger Vehicle) with an optional strand in Taxi Driving

Level 2 or 3

Credits 53 or 68

Purpose

This qualification recognises that the holder has the knowledge and skills necessary to drive a small passenger service vehicle carrying passengers safely, efficiently, and lawfully with regard for the rights of other road users and the safety and personal comfort of passengers, including passengers with special needs; managing fatigue, work time requirements, and driver logbooks; and handling customer complaints. They may demonstrate skills in transporting passengers in wheelchairs using total mobility vehicles equipped with hoists or ramps, selecting and recording routes as a road transport operator, or loading and towing a light trailer, communicating within the workplace and with people of different cultures, handling passengers' luggage effectively, managing an accident site, and completing basic mathematical problems.

The optional Taxi Driving strand recognises that the holder has the skills and knowledge required to drive and maintain a taxicab in addition to the basic skills required to drive a small passenger service vehicle. In addition they will demonstrate knowledge of map reading requirements for taxi drivers.

By meeting the requirements of this qualification, the holder will have demonstrated a range of knowledge and skills that are both relevant to their role and which reflect individual and/or organisational needs.

Special Notes

This qualification does not permit the holder to drive a vehicle on New Zealand roads. To legally drive a Small Passenger Service Vehicle, the driver must be the holder of a current full Class 1 driver licence with a Type P (Passenger) endorsement. To legally operate a licensed small passenger transport service, the operator must hold a current Small Passenger Transport Service Licence issued by Land Transport NZ.

Credit Range

	Compulsory	Elective	Optional Taxi Driving Strand
Level 1 credits	-	0-3	-
Level 2 credits	16	0-7	3
Level 3 or above credits	30	0-7	12
Minimum totals	46	7	15
Qualification totals		53	68
Level of qualification		2	3

Requirements for Award of Qualification

- Compulsory standards
- Elective – A minimum of 7 credits as specified

The following strands are optional

- Taxi Driving Optional Strand

Award of NQF Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided in section 7 of the New Zealand Qualifications Authority (NZQA) *Rules and Procedures* publications available at <http://www.nzqa.govt.nz/ncea/acrp/index.html>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

Detailed Requirements

Compulsory

The following standards are required

Health > Occupational Health and Safety > Occupational Health and Safety Practice

ID	Title	Level	Credit
17593	Apply safe work practices in the workplace	2	4

Service Sector > Commercial Road Transport > Commercial Road Transport Skills

ID	Title	Level	Credit
24089	Demonstrate knowledge of fatigue management, work time, and driver logbook requirements	3	5

Service Sector > Commercial Road Transport > Passenger Service

ID	Title	Level	Credit
1748	Demonstrate skills required to assist passengers with special needs	4	6
1749	Protect personal safety while operating a passenger service vehicle	4	3
1750	Foster effective passenger relations	3	3

Service Sector > Commercial Road Transport > Road Transport Operations

ID	Title	Level	Credit
18113	Demonstrate knowledge of the small passenger service and customer complaints requirements	3	4

Service Sector > Driving > Core Driving Knowledge and Skills

ID	Title	Level	Credit
3462	Demonstrate knowledge of traffic law for the purpose of safe driving	2	3
3465	Describe driving hazards and risk reduction strategies and responses to driving hazards	2	3
3466	Apply risk reduction techniques and strategies while driving	3	4
3467	Describe dynamics, and techniques for managing dynamics, of light motor vehicles	2	4
17677	Demonstrate knowledge of safe night driving	2	2

Service Sector > Driving > Driver Licence Endorsements

ID	Title	Level	Credit
17579	Demonstrate knowledge of driver requirements for endorsement P (passenger)	3	5

Elective

A minimum of 7 credits

Health > Occupational Health and Safety > Occupational Health and Safety Practice

ID	Title	Level	Credit
17592	Identify the causes of back injury and methods to prevent back injuries in the workplace	3	4

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1277	Communicate information in a specified workplace	2	3
1304	Communicate with people from other cultures	2	2

Sciences > Mathematics > Number

ID	Title	Level	Credit
5234	Use calculations in money situations	1	3

Service Sector > Commercial Road Transport > Commercial Road Transport Skills

ID	Title	Level	Credit
1732	Select and record routes as a road transport operator	3	2

Service Sector > Commercial Road Transport > Passenger Service

ID	Title	Level	Credit
15165	Transport passengers in wheelchairs using total mobility vehicles equipped with hoist or ramp	3	6
15950	Load, unload, account for, and describe drivers' responsibility for, passengers' luggage	2	4
20472	Manage coach passenger safety at an accident site	3	4

Service Sector > Driving > Core Driving Knowledge and Skills

ID	Title	Level	Credit
1734	Demonstrate knowledge of stress, health and fatigue for driving	2	3

Service Sector > Driving > Driver Educator

ID	Title	Level	Credit
14516	Demonstrate knowledge of loading and towing a light trailer	3	3

Taxi Driving Optional Strand

The following standards are required

Service Sector > Commercial Road Transport > Passenger Service

ID	Title	Level	Credit
1752	Operate and maintain a taxi	4	8
18078	Demonstrate knowledge and skill in map reading requirements for taxi drivers	2	3

Service Sector > Commercial Road Transport > Road Transport Operations

ID	Title	Level	Credit
18112	Demonstrate knowledge of operational activities specific to the taxi industry	4	4

Transition Arrangements

Version 7

This qualification was revised to remove standard 15164 and add standard 24089 to the compulsory section. The opportunity was taken to update details of other standards reviewed since the previous registration of the qualification.

Changes to structure and content

- Standard 15164 removed and standard 24089 added to the compulsory section.
- Standard 1734 moved from the compulsory to the elective section.
- Level of the qualification with the strand increased from 2 to 3.
- Details of standards 1734, 3462, 3465, 3457, and 17579 updated to reflect their reviewed status.

For detailed information see [Review Summaries](#) on the NZQA website.

People currently working towards a previous version of this qualification may either complete the requirements of that version, or transfer their results to the current version of the qualification.

It is not intended that anyone is disadvantaged by this review, and the above arrangements have been designed for a smooth transition. Anyone who feels they may have been disadvantaged should contact Tranzqual ITO at the address below.

For the purposes of this qualification, people who have gained credit for the following expiring standard are exempt from the requirement to gain credit for another standard – see table below.

Credit for	Exempt from
15164	24089

While this exemption is valid for the purpose of completing this qualification, it should be noted that if a candidate does not already hold a Class 2 to 5 driver licence, or P or V licence endorsement, they will need to complete standard 24089 in order to satisfy current Land Transport NZ requirements for those licences.

Previous versions of the qualification

Version 6 was issued following a review and feedback indicated that the qualification was too restrictive for candidates. Changes included: removal of 'Level 2' from the title; standards 1277, 1304, 5234, 15950, and 20472 added to the elective set; standard 17592 moved from the compulsory set to the elective set; standard 18078 moved from the compulsory set to the optional strand; standards 18113 and 1734 added to the compulsory set; standard 18112 added to the optional strand; standard 16605 removed from the qualification; and credit totals were updated.

Version 5 was issued following review of standards 1748, 1752, 15165, and 18078. Changes included: a change in qualification title; the removal of a number of standards from the compulsory and elective sections; 17592 and 17593 added to the compulsory; 18078 moved from the strand to the compulsory; 17677 moved from the elective to the compulsory. The opportunity was also taken to include exemptions for candidates who hold a driver licence endorsement.

Version 4 was issued following revision. Changes included: 1732 and 1734 moved from the compulsory to the elective; 17579 added to the compulsory; 3483, 17458, and 17677 added to the elective; 1279 deleted from the elective; elective modified to include Commercial Road Transport and Driving subfields; 18078 added to Optional Strand; level of the Optional Strand increased from 2 to 3.

Version 3 was issued following review of *Commercial Road Transport* standards and changes to Land Transport Safety Authority (LTSA) licensing requirements. Version 3 also took account of Driving, Communication Skills and Core Generic standard reviews.

Version 2 was issued following the review of Mathematics standards.

NQF Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	May 1996	December 2000
Revision	2	January 1998	December 2000
Review	3	November 1999	December 2002
Revision	4	October 2001	December 2009
Review	5	May 2005	December 2009
Review	6	April 2006	December 2009
Revision	7	February 2008	N/A

Standard Setting Body

Tranzqual ITO
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Email office@tranzqual.org.nz

Planned Review

Any person or organisation may contribute to the review of this qualification by sending feedback to the standard setting body at the above address.

Next Review	2010
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Other standard setting bodies whose standards are included in the qualification

New Zealand Industry Training Organisation
 NZQA

Certification

The certificate will display the logos of NZQA and Tranzqual ITO.

Classification

This qualification is classified according to the NQF classification system and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

NQF Classification		NZSCED	
Code	Description	Code	Description
761	Service Sector > Commercial Road Transport > Passenger Service	030515	Engineering and Related Technologies > Automotive Engineering and Technology > Automotive Vehicle Operations

Quality Management Systems

Providers and Industry Training Organisations must be accredited by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.