

## National Certificate in Passenger Service (Large Passenger Vehicle) with strands in School Bus; Urban and Local Route; and Long Distance

**Level** 2 or 3

**Credits** 55-82

### Purpose

This qualification is for people who work, or plan to work, in the large passenger service sector, driving school buses, urban or local passenger services, or long distance services. This qualification recognises that the holder has a core set of skills necessary to drive a large passenger service vehicle lawfully, safely, and efficiently, with regard for the rights of other road users and the comfort and well-being of passengers; is aware of driving fatigue and work time requirements; and is able write incident reports and record driving hours as required by law. The qualification offers strands in School Bus, Urban and Local Route, and Long Distance.

In addition to the core skills:

- the School Bus strand requires skills in school bus driving and first aid;
- the Urban and Local Route strand requires the ability to interact with and assist passengers, including those with special needs, manage personal presentation and safety, perform basic calculations, and drive scheduled routes;
- the Long Distance strand requires the ability to interact with and assist passengers, including people from other cultures and those with special needs, provide information en route, maintain coach presentation, and deal responsibly with passengers' luggage.

Each strand allows for further elective standards to be selected to meet the needs of people working in those road transport industry sectors and/or to meet their organisational requirements.

### Special Notes

This qualification does not permit the holder to drive a vehicle on New Zealand roads. To legally drive a passenger service vehicle the driver must hold a current driver licence appropriate to the vehicle driven and a P (Passenger) endorsement.

### Credit Range

	Core Compulsory	School Bus Strand	
		Compulsory	Elective
Level 1 credits	6	1	0-8
Level 2 credits	10	1	0-16
Level 3 or above credits	17	4	0-16
Minimum totals	33	6	16
Qualification total with strand		55	
Level of qualification with strand		2	

	Urban and Local Route Strand		Long Distance Strand	
	Compulsory	Elective	Compulsory	Elective
Level 1 credits	3	0-7	-	0-8
Level 2 credits	5	0-7	17	0-8
Level 3 or above credits	30	0-7	24	0-8
Minimum totals	38	7	41	8
Qualification total with strand	78		82	
Level of qualification with strand	3		3	

## Requirements for Award of Qualification

- Core Compulsory standards

One of the following strands is required

- School Bus Strand
- Urban and Local Route Strand
- Long Distance 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

### Core Compulsory

The following standards are required

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

ID	Title	Level	Credit
497	Demonstrate knowledge of workplace health and safety requirements	1	3

Humanities > Communication Skills > Writing

ID	Title	Level	Credit
3490	Write an incident report	1	3

## Service Sector &gt; Commercial Road Transport &gt; Commercial Road Transport Skills

ID	Title	Level	Credit
15158	Carry out pre-drive vehicle checks on a heavy motor vehicle, start it up, and shut it down	2	4
17972	Demonstrate knowledge of heavy rigid vehicle dynamics and handling for safe driving	3	3
24089	Demonstrate knowledge of fatigue management, work time, and driver logbook requirements	3	5

## Service Sector &gt; Driving &gt; 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

## Service Sector &gt; Driving &gt; Driver Licence Endorsements

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

**School Bus Strand**

Meet the requirements of all of the following sets

- School Bus Compulsory
- School Bus Elective

**School Bus Compulsory**

The following standards are required

## Health &gt; Health Studies &gt; Core Health

ID	Title	Level	Credit
6401	Provide first aid	2	1
6402	Provide resuscitation level 2	1	1

## Service Sector &gt; Commercial Road Transport &gt; Passenger Service

ID	Title	Level	Credit
15162	Drive a school bus	3	4

**School Bus Elective**

A minimum of 16 credits

- Of which a minimum of 8 credits at Level 2 or above

## Core Generic &gt; Core Generic &gt; Self-Management

ID	Title	Level	Credit
548	Plan to manage personal use of alcohol and other drugs	1	2
12349	Demonstrate time management	2	3

## Core Generic &gt; Core Generic &gt; Work and Study Skills

ID	Title	Level	Credit
4249	Demonstrate care and timeliness as an employee	1	3

## Health &gt; Health Studies &gt; Core Health

ID	Title	Level	Credit
6400	Manage first aid in emergency situations	3	2

## Humanities &gt; Communication Skills &gt; Interpersonal Communications

ID	Title	Level	Credit
1304	Communicate with people from other cultures	2	2

## Service Sector &gt; Commercial Road Transport &gt; Commercial Road Transport Skills

ID	Title	Level	Credit
1737	Drive a heavy vehicle on unsealed road surfaces	3	3
17373	Demonstrate knowledge of heavy motor vehicle systems and components	2	3

## Service Sector &gt; Commercial Road Transport &gt; Passenger Service

ID	Title	Level	Credit
1748	Demonstrate skills required to assist passengers with special needs	4	6
15157	Maintain coach presentation on the road	2	3
15163	Drive a large passenger service vehicle in a fuel efficient manner	3	5
15949	Attend to coach passenger enquiries and requests	1	3
20472	Manage coach passenger safety at an accident site	3	4

## Service Sector &gt; Driving &gt; Core Driving Knowledge and Skills

ID	Title	Level	Credit
1734	Demonstrate knowledge of stress, health and fatigue for driving	2	3
17677	Demonstrate knowledge of safe night driving	2	2

## Service Sector &gt; Driving &gt; Driver Licence Classes

ID	Title	Level	Credit
17574	Operate a rigid vehicle to meet the requirements for a full Class 2 driver licence	3	7
17576	Operate a rigid vehicle to meet the requirements for a full Class 4 driver licence	3	7

## Service Sector &gt; Driving &gt; Specialist Driving Knowledge and Skills

ID	Title	Level	Credit
8638	Drive on snow and/or ice	3	3
18138	Fit and remove vehicle chains	2	2

**Urban and Local Route Strand**

Meet the requirements of all of the following sets

- Urban and Local Route Compulsory
- Urban and Local Route Elective

**Urban and Local Route Compulsory**

The following standards are required

## Humanities &gt; Communication Skills &gt; Interpersonal Communications

ID	Title	Level	Credit
1277	Communicate information in a specified workplace	2	3

## Service Sector &gt; Commercial Road Transport &gt; 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
1751	Drive scheduled passenger route service	3	6
15163	Drive a large passenger service vehicle in a fuel efficient manner	3	5
15951	Perform calculations as a bus driver	1	3

## Service Sector &gt; Driving &gt; Driver Licence Classes

ID	Title	Level	Credit
17574	Operate a rigid vehicle to meet the requirements for a full Class 2 driver licence	3	7

## Service Sector &gt; Service Sector Skills &gt; Service Sector - Core Skills

ID	Title	Level	Credit
62	Maintain personal presentation in the workplace	2	2

**Urban and Local Route Elective**

A minimum of 7 credits

## Core Generic &gt; Core Generic &gt; Self-Management

ID	Title	Level	Credit
548	Plan to manage personal use of alcohol and other drugs	1	2
12349	Demonstrate time management	2	3

## Core Generic &gt; Core Generic &gt; Work and Study Skills

ID	Title	Level	Credit
4249	Demonstrate care and timeliness as an employee	1	3

## Health &gt; Health Studies &gt; Core Health

ID	Title	Level	Credit
6400	Manage first aid in emergency situations	3	2
6401	Provide first aid	2	1
6402	Provide resuscitation level 2	1	1

## Humanities &gt; Communication Skills &gt; Interpersonal Communications

ID	Title	Level	Credit
1304	Communicate with people from other cultures	2	2

## Service Sector &gt; Commercial Road Transport &gt; Commercial Road Transport Skills

ID	Title	Level	Credit
17373	Demonstrate knowledge of heavy motor vehicle systems and components	2	3

## Service Sector &gt; Commercial Road Transport &gt; Passenger Service

ID	Title	Level	Credit
15157	Maintain coach presentation on the road	2	3
15948	Identify categories of, and communicate information to, passengers en route	2	3
15949	Attend to coach passenger enquiries and requests	1	3
19423	Deliver commentaries to passengers in a vehicle	3	4
20472	Manage coach passenger safety at an accident site	3	4

## Service Sector &gt; Driving &gt; Core Driving Knowledge and Skills

ID	Title	Level	Credit
1734	Demonstrate knowledge of stress, health and fatigue for driving	2	3
17677	Demonstrate knowledge of safe night driving	2	2

## Service Sector &gt; Driving &gt; Driver Licence Classes

ID	Title	Level	Credit
17576	Operate a rigid vehicle to meet the requirements for a full Class 4 driver licence	3	7

## Service Sector &gt; Driving &gt; Specialist Driving Knowledge and Skills

ID	Title	Level	Credit
8638	Drive on snow and/or ice	3	3
18138	Fit and remove vehicle chains	2	2

## Service Sector &gt; Tourism &gt; Visitor Services

ID	Title	Level	Credit
23758	Demonstrate knowledge of communication and customer service theory in a tourism workplace	3	4
23759	Provide customer service experiences in a tourism workplace	3	10
23766	Demonstrate knowledge of the tourism industry	3	5

**Long Distance Strand**

Meet the requirements of all of the following sets

- Long Distance Strand Compulsory
- Long Distance Strand Elective

**Long Distance Strand Compulsory**

The following standards are required

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

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
15157	Maintain coach presentation on the road	2	3
15163	Drive a large passenger service vehicle in a fuel efficient manner	3	5
15948	Identify categories of, and communicate information to, passengers en route	2	3
15950	Load, unload, account for, and describe drivers' responsibility for, passengers' luggage	2	4

Service Sector > Driving > Driver Licence Classes

ID	Title	Level	Credit
17574	Operate a rigid vehicle to meet the requirements for a full Class 2 driver licence	3	7

Service Sector > Service Sector Skills > Service Sector - Core Skills

ID	Title	Level	Credit
62	Maintain personal presentation in the workplace	2	2

**Long Distance Strand Elective**

A minimum of 8 credits

Core Generic > Core Generic > Self-Management

ID	Title	Level	Credit
548	Plan to manage personal use of alcohol and other drugs	1	2
12349	Demonstrate time management	2	3

## Core Generic &gt; Core Generic &gt; Work and Study Skills

ID	Title	Level	Credit
4249	Demonstrate care and timeliness as an employee	1	3

## Health &gt; Health Studies &gt; Core Health

ID	Title	Level	Credit
6400	Manage first aid in emergency situations	3	2
6401	Provide first aid	2	1
6402	Provide resuscitation level 2	1	1

## Humanities &gt; Communication Skills &gt; Introductory Communication Skills

ID	Title	Level	Credit
1273	Express own ideas in writing	1	4

## Sciences &gt; Mathematics &gt; Number

ID	Title	Level	Credit
8489	Solve problems which require calculation with whole numbers	1	2
8491	Read and interpret information presented in tables and graphs	1	2

## Service Sector &gt; Commercial Road Transport &gt; Commercial Road Transport Skills

ID	Title	Level	Credit
1735	Demonstrate knowledge of the New Zealand road transport industry	1	4
1737	Drive a heavy vehicle on unsealed road surfaces	3	3
15947	Drive a heavy commercial vehicle on tidal sands	4	5
17373	Demonstrate knowledge of heavy motor vehicle systems and components	2	3

## Service Sector &gt; Commercial Road Transport &gt; Passenger Service

ID	Title	Level	Credit
1751	Drive scheduled passenger route service	3	6
15157	Maintain coach presentation on the road	2	3
15949	Attend to coach passenger enquiries and requests	1	3

ID	Title	Level	Credit
15951	Perform calculations as a bus driver	1	3
19423	Deliver commentaries to passengers in a vehicle	3	4
20471	Demonstrate knowledge of the Code of Practice for Operating Coaches on State Highway 94	3	2
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
17677	Demonstrate knowledge of safe night driving	2	2

Service Sector > Driving > Driver Licence Classes

ID	Title	Level	Credit
17576	Operate a rigid vehicle to meet the requirements for a full Class 4 driver licence	3	7

Service Sector > Driving > Specialist Driving Knowledge and Skills

ID	Title	Level	Credit
8638	Drive on snow and/or ice	3	3
18138	Fit and remove vehicle chains	2	2

Service Sector > Tourism > Visitor Services

ID	Title	Level	Credit
23758	Demonstrate knowledge of communication and customer service theory in a tourism workplace	3	4
23759	Provide customer service experiences in a tourism workplace	3	10
23766	Demonstrate knowledge of the tourism industry	3	5

## Transition Arrangements

### Version 7

This qualification was revised to remove standard 15164, add standard 24089, and move standard 1734 to the elective section of each strand. 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 core compulsory section to elective section of each strand.
- Details of standards 497, 1734, 1737, 3462, 3465, 17574, and 17579 updated to reflect their reviewed status.
- Standards 18210, 18223, and 18238 replaced with 23758, 23759, and 23766 respectively.
- The last for assessment against version 5 has been extended from 31 December 2006 to 31 December 2008.

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

People currently working towards version 5 or version 6 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 revision, 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.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
1279	3490
5561	19423
18210	23758
18223	23759
18238	23766

### Previous versions of the qualification

Version 6 was issued to incorporate new standards covering coach passenger safety at accident sites, and the Code of Practice for Operating Coaches on State Highway 94 (to Milford Sound). The opportunity was taken to incorporate some changes at the request of the industry. The qualification title was changed to the National Certificate in Passenger Service (Large Passenger Vehicle) with strands in School Bus, Urban and Local Route, and Long Distance.

Changes included: standard 17579 was included in the Core Compulsory section; standard 16606 was deleted from the Core Compulsory; standard 16608 was deleted from the School Bus Elective sections, and from the Urban and Local Route and Long Distance Strands elective sections; the credit totals increased for the School Bus and Urban and Local Route strands and decreased for the Long Distance strand; standards 1735 and 1737 were deleted from the Urban and Local Route elective section; standard 20471 was added to the Long Distance Strand elective section; standards 17373, 17677, 18138, and 20472 were added to the School Bus, Urban and Local Route and Long Distance Strands elective sections.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
1279	3490
5561	19423
9806	18238
9808	18210, 18223

Version 5 was issued to re-structure the qualification.

Version 4 was issued to reflect the review of the *Commercial Road Transport and Tourism* standards, when the reduction in credits for standard 15163 from 10 to 5 had affected the attainability of the Long Distance Bus Driver Strand.

Version 3 was issued following the review of *Commercial Road Transport* standards and changes to Land Transport Safety Authority requirements.

Version 2 was issued to reflect changes in the *Mathematics* standards.

## NQF Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	July 1996	June 2001
Revision	2	January 1998	June 2001
Review	3	November 1999	December 2004
Revision	4	August 2001	December 2004
Review	5	January 2003	December 2008
Revision	6	July 2005	December 2009
Revision	7	February 2008	N/A

## Standard Setting Body

Tranzqual ITO  
PO Box 923  
WELLINGTON

Telephone 04 499 3369  
Email [office@tranzqual.org.nz](mailto: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	2008
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## Other standard setting bodies whose standards are included in the qualification

Aviation, Tourism and Travel Training Organisation  
New Zealand Industry Training Organisation  
NZQA  
Sport, Fitness and Recreation Industry Training Organisation Limited

## 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.

Prerequisite Diagram

