

National Certificate in Passenger Service with strands in School Bus Driver, Urban Bus Driver, and Coach Driver

Level 2 or 3

Credits 46-83

This qualification has been **reviewed**. The last date to meet the requirements is 31 December 2020.

Transition Arrangements

This qualification has been reviewed and replaced by **New Zealand Certificate in Passenger Service (Level 3) with strands in School Bus, Urban Bus, and Long Distance Bus [Ref: 2701]**.

The last date for entry into programmes leading to this qualification is 31 December 2018. The last date to meet the requirements of this qualification is 31 December 2020. People currently working towards this qualification must complete its requirements, or transfer to a programme of study or training leading to the replacement qualification, by 31 December 2020.

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

NZQF National Qualification 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	December 2013
Review	8	August 2011	December 2020
Review	9	April 2015	December 2020

Standard Setting Body

NZ Motor Industry Training Organisation (Incorporated)
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Reviewed

National Certificate in Passenger Service with strands in School Bus Driver, Urban Bus Driver, and Coach Driver

Level 2 or 3

Credits 46-83

Purpose

This qualification is for people who work, or plan to work, in the passenger service sector, driving school buses, urban or local passenger services, coach or long distance services.

This qualification recognises that the holder:

- has a core set of skills necessary to drive a passenger service vehicle lawfully and safely, 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 Driver, Urban Bus Driver, and Coach Driver. In addition to the core skills:

- the School Bus Driver strand requires skills in school bus driving and first aid;
- the Urban Bus Driver strand requires the ability to prepare a heavy vehicle for use; drive scheduled routes in a fuel efficient manner; interact with and assist passengers, including those with impairments or disabilities; and perform basic calculations.
- the Coach Driver strand requires the ability to drive a coach in a fuel efficient manner; interact with and assist passengers, including those with impairments or disabilities; provide information to passengers; maintain coach presentation; deal responsibly with passengers' luggage; and manage passenger safety at an accident site.

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 Driver Strand		Urban Bus Driver Strand		Coach Driver Strand	
		C	E	C	E	C	E
Level 1 credits	2			3	0-4	-	-
Level 2 credits	10	2	0-14	6	0-2	18	0-2
Level 3 or above credits	12	6	0-14	30	0-5	39	0-4
Minimum totals	24	22		41		59	
Minimum qualification totals		46		65		83	
Level of qualification with strand		2		3		3	

Key

C = Strand Compulsory

E = Strand Elective

Requirements for Award of Qualification

Award of NZQF National 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 on the New Zealand Qualifications Authority (NZQA) website: <http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/>.

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.

Summary of Requirements

- Core Compulsory standards

One of the following strands is required

- School Bus Driver Strand
- Urban Bus Driver Strand
- Coach Driver Strand

Detailed Requirements

Core 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

Humanities > Communication Skills > Writing

ID	Title	Level	Credit
3490	Complete an incident report	1	2

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
1749	Describe how to protect personal safety as a passenger service vehicle driver	3	3

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

School Bus Driver Strand

Meet the requirements of all of the following sets

- School Bus Driver Strand Compulsory
- School Bus Driver Strand Elective

School Bus Driver Strand Compulsory

The following standards are required

Health > Health Studies > First Aid

ID	Title	Level	Credit
26551	Provide first aid for life threatening conditions	2	1
26552	Demonstrate knowledge of common first aid conditions and how to respond to them	2	1

Service Sector > Commercial Road Transport > Passenger Service

ID	Title	Level	Credit
15162	Drive a school bus	3	6

School Bus Driver Strand Elective

A minimum of 14 credits

From the following sets

- Set 1
- Set 2

Set 1

Meet the requirements of 1 of the following sets

- List A
- List B

List A

The following standards are required

Service Sector > Commercial Road Transport > 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

List B

The following standards are required

Service Sector > Driving > Core Driving Knowledge and Skills

ID	Title	Level	Credit
3467	Describe dynamics, and techniques for managing dynamics, of light motor vehicles	2	4
17676	Carry out a pre-drive vehicle check on a light motor vehicle, and start and shut down the vehicle.	2	3

Set 2

The balance of credits to achieve

A minimum of 14 credits

May come from the following

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

ID	Title	Level	Credit
1304	Communicate with people from other cultures	3	2

Service Sector > Commercial Road Transport > 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	3	5
26558	Demonstrate knowledge of health factors affecting the performance of commercial road transport drivers	3	5

Service Sector > Commercial Road Transport > Passenger Service

ID	Title	Level	Credit
1748	Transport passengers with impairments or disabilities	4	6
15163	Drive a large passenger service vehicle in a fuel efficient manner	3	5
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
17458	Demonstrate knowledge of light motor vehicle systems and components	2	2
17677	Demonstrate knowledge of safe night driving	2	2
17678	Drive a light motor vehicle on unsealed road surfaces	3	3
27309	Drive a light motor vehicle in a fuel efficient manner	3	4

Urban Bus Driver Strand

Meet the requirements of all of the following sets

- Urban Bus Driver Strand Compulsory
- Urban Bus Driver Strand Elective

Urban Bus Driver Strand Compulsory

The following standards are required

Service Sector > Commercial Road Transport > 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

ID	Title	Level	Credit
17972	Demonstrate knowledge of heavy rigid vehicle dynamics and handling for safe driving	3	3
22151	Demonstrate customer service skills required of road transport drivers	3	3
26558	Demonstrate knowledge of health factors affecting the performance of commercial road transport drivers	3	5

Service Sector > Commercial Road Transport > Passenger Service

ID	Title	Level	Credit
1748	Transport passengers with impairments or disabilities	4	6
1751	Drive a bus on a scheduled passenger route service	3	8
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 > Driving > Core Driving Knowledge and Skills

ID	Title	Level	Credit
17677	Demonstrate knowledge of safe night driving	2	2

Urban Bus Driver Strand Elective

A minimum of 2 standards

Core Generic > Core Generic > Work and Study Skills

ID	Title	Level	Credit
4249	Demonstrate care and timeliness as an employee	1	4

Health > Health Studies > First Aid

ID	Title	Level	Credit
26551	Provide first aid for life threatening conditions	2	1
26552	Demonstrate knowledge of common first aid conditions and how to respond to them	2	1

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	3	2

Service Sector > Commercial Road Transport > 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	3	5

Service Sector > Commercial Road Transport > Passenger Service

ID	Title	Level	Credit
15162	Drive a school bus	3	6
27307	Drive an articulated bus	3	4
27308	Drive an electric trolley bus	3	3

Coach Driver Strand

Meet the requirements of all of the following sets

- Coach Driver Strand Compulsory
- Coach Driver Strand Elective

Coach Driver Strand Compulsory

The following standards are required

Service Sector > Commercial Road Transport > 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
17373	Demonstrate knowledge of heavy motor vehicle systems and components	3	5
17972	Demonstrate knowledge of heavy rigid vehicle dynamics and handling for safe driving	3	3
22151	Demonstrate customer service skills required of road transport drivers	3	3
26558	Demonstrate knowledge of health factors affecting the performance of commercial road transport drivers	3	5

Service Sector > Commercial Road Transport > Passenger Service

ID	Title	Level	Credit
1748	Transport passengers with impairments or disabilities	4	6
15157	Maintain coach presentation on the road	2	2
15163	Drive a large passenger service vehicle in a fuel efficient manner	3	5
15948	Meet coach passenger information needs	2	3
15949	Attend to coach passenger enquiries and requests	2	3
15950	Manage passenger luggage	2	4
20472	Manage coach passenger safety at an accident site	3	4
27306	Drive a coach	3	8

Service Sector > Driving > Core Driving Knowledge and Skills

ID	Title	Level	Credit
17677	Demonstrate knowledge of safe night driving	2	2

Coach Driver Strand Elective

A minimum of 2 credits

Health > Health Studies > First Aid

ID	Title	Level	Credit
26551	Provide first aid for life threatening conditions	2	1
26552	Demonstrate knowledge of common first aid conditions and how to respond to them	2	1

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	3	2

Service Sector > Commercial Road Transport > Commercial Road Transport Skills

ID	Title	Level	Credit
1737	Drive a heavy vehicle on unsealed road surfaces	3	3
15947	Drive a heavy commercial vehicle on tidal sands	4	5

Service Sector > Commercial Road Transport > Passenger Service

ID	Title	Level	Credit
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

Transition Arrangements

Version 8

Version 8 was issued as part of a planned review of the Passenger Service qualifications. New Passenger Service standards were incorporated to cover competencies such as driving a coach, driving an electric trolley bus, and driving an articulated bus.

Changes to structure and content

- Core Compulsory
 - standards 1749 and 17593 were added.
 - standards 497 and 17579 were removed.
 - standards 15158 and 17972 were moved to the School Bus Driver Strand Elective.
- The School Bus, Urban and Local Route, and Long Distance strands were renamed as School Bus Driver, Urban Bus Driver, and Coach Driver respectively.
- The School Bus Driver strand:
 - the strand elective was restructured to form Set 1 and Set 2, the former comprising optional List A or List B, each containing two standards to accommodate light motor vehicle school buses.
 - standards 548, 4249, 8638, 12349, 15157, 15949, 17574, 17576, and 18138 were removed.
 - standards 1277 and 1749 were added from the former Urban and Local Route strand.
 - standards 3467, 17548, 17592, 17676, 17678, 26558, and 27309 were added.
 - expiring standards 6401 and 6402 were replaced by standards 26551 and 26552.
- The Urban Bus Driver strand:
 - standards 62, 548, 1734, 1748, 1750, 8638, 12349, 15157, 15948, 15949, 17574, 17576, 18138, 19423, 20472, 23758, 23759, and 23766 were removed.
 - standards 1737, 15162, 17592, 22151, 26558, 27307, and 27308 were added.

- standards 1749 and 15163 were moved from the strand compulsory of the former version’s Urban and Local Route strand to the core compulsory of the Urban Bus Driver strand in this version.
 - standard 17677 was moved from the strand elective of the former version’s Urban and Local Route strand to the core compulsory of the Urban Bus Driver strand in this version.
 - standard 1277 was moved from the strand compulsory of the former version’s Urban and Local Route strand to the strand elective of the Urban Bus Driver strand in this version.
 - expiring standards 6400-6402 were replaced by standards 26551 and 26552.
- The Coach Driver strand:
 - standards 62, 548, 1273, 1734, 1735, 1750, 1751, 4249, 8489, 8491, 8638, 12349, 15951, 17574, 17576, 18138, 23758, 23759, and 23766 were removed.
 - standards 17592, 22151, 26558, and 27306 were added.
 - standards 1748 and 15163 were moved from the former qualification’s Long Distance strand compulsory to the core compulsory of the Coach driver strand in this version.
 - standard 17677 was moved from the former qualification’s Long Distance strand elective to the core compulsory of the Coach driver strand in this version.
 - standards 1277 and 1304 were moved from the from former qualification’s Long Distance strand compulsory to the strand elective of the Coach driver strand in this version.
 - standards 15949, 17373, and 20472 were moved from the former qualification’s Long Distance strand elective to the strand compulsory of the Coach driver strand in this version.
 - expiring standards 6400-6402 were replaced by standards 26551 and 26552.

For detailed information see Review Summaries on the NZQA website.

People currently working towards version 7 of this qualification may either complete the requirements for that version or transfer their results to version 8.

All new trainees will be enrolled in programmes leading to version 8 of this qualification.

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
6400	26551, 26552
6401	26552
6402	26551

It is not intended that anyone is disadvantaged by this review, and the above arrangements have been designed for a smooth transition. However, anyone who feels

they may have been disadvantaged should contact NZ Motor Industry Training Organisation (Incorporated) at the address below.

Previous versions of the qualification

Version 7 was issued 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.

For detailed information see Review Summaries on the NZQA website.

For the purposes of Version 7 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.

Version 7 of 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

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).

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.

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.

Other standard setting bodies whose standards are included in the qualification

New Zealand Industry Training Organisation
 NZQA

Certification

This certificate will display the logos of NZQA, NZ Motor Industry Training Organisation (Incorporated) and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

Classification

This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS 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 granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Organisation with consent to assess and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Consent to assess requirements and the moderation system are outlined in the associated Consent and Moderation Requirements (CMR) for each standard.