

## National Certificate in Commercial Road Transport (Taxi Operations)

**Level 3**

**Credits 56**

This qualification is **expiring**. The last date to meet the requirements is 31 December 2011.

### Purpose

The National Certificate in Commercial Road Transport (Taxi Operations) [Ref: 0970] is for people involved in the management of a taxi operation, including despatch of vehicles, supervision of drivers and taxi licence holders, or training and development of taxi licensees.

The qualification recognises that the holder has the knowledge and skill to despatch taxis in full compliance with legislation, organisational procedures, occupational safety and health requirements, and an understanding of cultural diversity. The compulsory section covers the key skills and knowledge required to manage a taxi operation, while the elective section allows people to tailor programmes to meet the skill needs of their jobs, by providing for specialisation into despatch, supervision, or training and development.

### Replacement Information

This qualification replaces the Taxi Operations Strand in the National Certificate in Commercial Road Transport (Operations) with Strands in Vehicle Despatch, Operations Supervision, and Taxi Operations [Ref: 0861].

### Credit Range

	Compulsory	Elective
Level 2 credits	2	0-4
Level 3 credits	16	0-21
Level 4 or above credits	17	0-21
Minimum totals	35	21

## 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

- Compulsory standards
- Elective – A minimum of 21 credits as specified

### Detailed Requirements

#### Compulsory

The following standards are required

#### Core Generic > Core Generic > Work and Study Skills

ID	Title	Level	Credit
16688	Identify and manage the effects of shift work	2	2

#### Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
9704	Manage interpersonal conflict	4	6
11099	Develop strategies for communicating in a culturally diverse workplace	4	4

#### Humanities > Communication Skills > Writing

ID	Title	Level	Credit
1279	Write in plain English	3	2

#### Law and Security > Compliance and Law Enforcement > Compliance and Regulatory Control

ID	Title	Level	Credit
10425	Apply Health and Safety in Employment Act 1992 in own workplace	4	2

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

ID	Title	Level	Credit
18111	Despatch taxis	3	4
18112	Demonstrate knowledge of operational activities specific to the taxi industry	3	4
18113	Demonstrate knowledge of the small passenger service rules and customer complaints requirements	3	4
18119	Check vehicles and drivers for compliance with legal and organisational requirements	4	5

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

ID	Title	Level	Credit
376	Employ customer service techniques for differing customer behaviours in a given situation	3	2

**Elective**

A minimum of 21 credits

## Community and Social Services &gt; Community and Workplace Fire and Emergency Management &gt; Workplace Fire and Emergency Response

ID	Title	Level	Credit
16800	Take action to control small emergency situations	3	4

## Education &gt; Adult Education and Training &gt; Delivery of Adult Education and Training

ID	Title	Level	Credit
7106	Provide guidance for individual adult trainees	4	5
7114	Coach adult learners	4	8

## Education &gt; Generic Education and Training &gt; Assessment of Learning

ID	Title	Level	Credit
4098	Use standards to assess candidate performance	4	5
11552	Design assessment	5	6
18203	Verify evidence for assessment for candidate	4	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
1312	Give oral instructions in the workplace	3	3
9705	Give and receive feedback	3	3

## Service Sector &gt; Call Centres &gt; Call Centre Operations

ID	Title	Level	Credit
16775	Use and explain call centre equipment and systems	3	3

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

ID	Title	Level	Credit
18078	Demonstrate knowledge and skill in area map reading requirements for taxi drivers	4	4

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

ID	Title	Level	Credit
18962	Use computer systems to despatch taxis	3	3

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

ID	Title	Level	Credit
17579	Demonstrate knowledge of driver licensing requirements for endorsement P (passenger)	2	4

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

ID	Title	Level	Credit
11815	Answer customer enquiries on the telephone in a wide range of contexts	3	4

## Transition Arrangements

### Version 2

Version 2 was issued to indicate that this qualification is expiring.

There are no trainees currently engaged in programmes leading to the award of the National Certificate in Commercial Road Transport (Taxi Operations) [Ref: 0970].

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

## Previous versions of the qualification

Version 1 was issued to replace the Taxi Operations Strand in the National Certificate in Commercial Road Transport (Operations) with Strands in Vehicle Despatch, Operations Supervision, and Taxi Operations [Ref: 0861].

The requirements for this qualification are significantly different to the strand it replaces.

## NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	September 2002	December 2011
Review	2	August 2011	December 2011

## Standard Setting Body

Tranzqual ITO  
PO Box 923  
Wellington 6140

Telephone 04 499 3369  
Email [office@tranzqual.org.nz](mailto:office@tranzqual.org.nz)  
Website <http://www.tranzqual.org.nz>

## Other standard setting bodies whose standards are included in the qualification

ElectroTechnology Industry Training Organisation  
Fire and Rescue Services Industry Training Organisation  
Local Government Industry Training Organisation  
NZ Extractive Industries Training Organisation  
NZQA

## Certification

This certificate will display the logos of NZQA, the Tranzqual ITO 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
265	Service Sector > Commercial Road Transport	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.