

<b>Title</b>	<b>Drive and maintain a taxi</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>8</b>

<b>Purpose</b>	People credited with this unit standard are able to: prepare for a taxi shift; drive a taxi and manage passenger relations; manage transactions; and carry out end of shift procedures.
----------------	---

<b>Classification</b>	Commercial Road Transport > Passenger Service
-----------------------	---

<b>Available grade</b>	Achieved
------------------------	----------

### Guidance Information

- 1 Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with company requirements and legislative requirements.
- 2 Legislation, regulations and/or industry standards relevant to this unit standard include but are not limited to the:  
 Health and Safety at Work Act 2015;  
 Land Transport Act 1998;  
 Land Transport (Driver Licensing) Rule 1999;  
 Land Transport (Road User) Rule 2004;  
 Land Transport Rule: Operator Licensing 2007;  
 Land Transport Rule: Seatbelts and Seatbelt Anchorages 2002;  
 Vulnerable Children's Act 2014;  
[Low Volume Vehicle Standard 45-60\(00\) Disability Transportation Systems;](#)  
[AS/NZS 4370: 2013 Restraint of Children with disabilities, or medical conditions, in motor vehicles;](#)  
[AS/NZS 3856.1:1998 Hoists and ramps for people with disabilities – Vehicle mounted – Product requirements;](#)  
[AS/NZS 3856.2:1998 Hoists and ramps for people with disabilities – Vehicle mounted – Installation requirements;](#)  
 and any subsequent amendments and replacements.

Any new, amended or replacement Acts, regulations, standards, codes of practice, guidelines, or authority requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.

### 3 Definitions

*Best advantage of the customer* means a route which is any or all of – shortest, quickest, most direct, most economical, experiencing least delay.

*Company requirements* refer to instructions to staff on policy and procedures that are available in the workplace. These requirements may include – company policies and procedures, work instructions, site procedures, industry best practice and legislative requirements.

4 People who drive passenger service vehicles on a road for hire or reward or a large passenger service vehicle (regardless of hire and reward) must hold a full driver licence appropriate to the vehicle driven and have a Passenger (P) licence endorsement as required by the Land Transport (Driver Licensing) Rule 1999.

5 Passengers must be transported with due attention to the rights and responsibilities of the disabled as outlined in the *Code of Health and Disability Services Consumers' Rights*, Wellington, Health and Disability Commissioner, 2004.

6 It is recommended that people first hold credit for Unit 17676, *Carry out a pre-start vehicle check on a vehicle or machine, and start and shut down the vehicle or machine*, before being assessed against this unit standard.

---

## Outcomes and performance criteria

### Outcome 1

Prepare for a taxi shift.

#### Performance criteria

- 1.1 The driver's logbook is filled in.
- 1.2 A walk-around inspection is conducted and any damage or faults revealed are reported for further action.
- 1.3 Vehicle cleanliness is checked.
- 1.4 Vehicle signage is checked.
- 1.5 Financial transaction equipment and stationery are checked to ensure that they are accessible to the driver.
- 1.6 Taxi meter is set and sealed according to taxi organisation's fare schedule as registered with the NZ Transport Agency.
- 1.7 Communications systems are confirmed as operational.
- 1.8 In-vehicle camera, where fitted, is checked and confirmed as operational.
- 1.9 Action is taken in response to any equipment malfunction, if required.

1.10 Personal appearance is in accordance with company requirements.

Range dress code, personal hygiene and grooming, driver identification.

## Outcome 2

Drive a taxi and manage passenger relations.

### Performance criteria

2.1 Fare searching techniques are used.

2.2 Where necessary, time for loading and unloading mobility aids is allowed for in trip planning.

2.3 Taxi position at uplift and set down meets passenger safety and convenience requirements.

2.4 Passengers are greeted in a friendly manner.

2.5 Driver establishes rapport with passengers and takes account of any cultural or language differences and/or impairments or disabilities when communicating with them.

2.6 Passengers are assisted with luggage or goods.

2.7 Disability assist dogs, where accompanying a passenger, are placed safely with their owner.

2.8 The number of passengers does not exceed the number shown on the vehicle's loading certificate.

2.9 Driving techniques applied are consistent with the safety, service, and comfort of passengers, and are courteous to other road users.

2.10 Route driven between pick up point and destination is to the best advantage of customers.

Range may include – route determined using road maps, GPS.

2.11 Children, when unaccompanied by an adult, are reassured, observed for behaviours towards and by others, and the behaviour is controlled.

2.12 Driver responds to any difficult passengers.

Range difficult passengers may include – argumentative, falling asleep in vehicle, fighting, under influence of drugs and/or alcohol.

2.13 Actions are taken by driver in the event of a vehicle crash or breakdown.

2.14 Work and rest time are carried out.

**Outcome 3**

Manage transactions.

**Performance criteria**

- 3.1 Taxi meter is operated.
- 3.2 Fares are collected and receipts issued.  
Range may include – receiving cash and dispensing change.
- 3.3 Electronic transactions are handled.
- 3.4 Special fare schemes are administered.
- 3.5 Driver ensures that fares can be accounted for at any stage throughout the shift.

**Outcome 4**

Carry out end of shift procedures.

**Performance criteria**

- 4.1 Vehicle is shut down, checked, cleaned, and secured.
- 4.2 Cash and completed documentation is handed in.
- 4.3 Communication systems are logged off and shut down.
- 4.4 Driver's logbook is completed.
- 4.5 Any vehicle performance faults, defects or damage arising during the shift are reported or rectified.
- 4.6 Where necessary, incident or accident forms are completed.

---

<b>Planned review date</b>	31 December 2027
----------------------------	------------------

**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	9 April 1996	31 May 2016
Review	2	25 May 1999	31 May 2016
Review	3	24 July 2002	31 May 2016
Review	4	21 June 2004	31 May 2016
Review	5	20 May 2011	31 December 2023
Review	6	26 May 2022	N/A

**Consent and Moderation Requirements (CMR) reference**

0014

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact Hanga-Aro-Rau Manufacturing, Engineering, and Logistics Workforce Development Council [qualifications@hangaarorau.nz](mailto:qualifications@hangaarorau.nz) if you wish to suggest changes to the content of this unit standard.