

Title	Transport passengers with impairments or disabilities		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to: describe measures for assisting passengers with impairments or disabilities; communicate in a manner which reassures and assists passengers with impairments or disabilities; assist passengers with impairments or disabilities; and transport passengers with impairments or disabilities.
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Classification	Commercial Road Transport > Passenger Service
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Available grade	Achieved
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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

Assisting passengers may refer to managing passengers where required.

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.

Impairments or disabilities may be intellectual, psychiatric, physical, neurological or sensory.

Passenger's personal safety equipment refers to restraints, harnesses, buckle guards, oxygen bottles or feeding tubes.

- 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 Assessment information

Assessments for outcomes 2, 3, and 4 must include practical demonstrations which may be undertaken in real or simulated situations. Evidence is required for at least two passengers with different impairments or disabilities.

Outcomes and performance criteria

Outcome 1

Describe measures for assisting passengers with impairments or disabilities.

Performance criteria

- 1.1 Measures for assisting passengers with visual impairments are described.

Range communication techniques, pick-up and set-down techniques.

- 1.2 Communication techniques for assisting passengers with hearing impairments are described.

- 1.3 Measures for assisting passengers with epilepsy are described.

Range recognising seizure signs, assistance provided in response to a seizure.

- 1.4 Communication techniques for assisting passengers with intellectual disabilities are described.

- 1.5 Pick-up and set-down techniques for assisting passengers with mobility impairments are described.

Outcome 2

Communicate in a manner which reassures and assists passengers with impairments or disabilities.

Performance criteria

- 2.1 The passenger is informed that the vehicle has arrived in a manner appropriate to their needs.
- 2.2 Spoken communication is made in a normal voice, at normal speed, facing the passenger.
- 2.3 Alternative forms of communication are used where spoken communication cannot be.

Range may include – brief written notes, non-verbal communication, alternative communication devices offered by the passenger or caregiver, using the services of an intermediary.
- 2.4 The passenger or caregiver is asked what, if any, assistance is required.
- 2.5 Communication is open and positive, enables the passenger to express their wishes, and ensures that the driver and passenger understand each other.
- 2.6 Communication is carried out before taking any action which may involve touching the passenger.

Range actions may include – checking of passenger's limb placement, seating position, securing the passenger's personal safety equipment.

Outcome 3

Assist passengers with impairments or disabilities.

Performance criteria

- 3.1 Assistance is offered in a relaxed and helpful manner.
- 3.2 Assistance offered is consistent with the passenger's impairment or disability.
- 3.3 Assistance provided is consistent with the passenger's requests.
- 3.4 Assistance provided includes the use of any equipment required and available in the vehicle.
- 3.5 Assistance provided takes account of traffic conditions and vehicle type.
- 3.6 Vehicle positioning, and any seat adjustments made are consistent with passenger requirements and facilitate the passenger's ease of access to the vehicle.

- 3.7 Assistance provided allows the passenger to enter and exit the vehicle safely and is consistent with their impairment or disability.
- 3.8 Assistance provided with luggage and/or personal items is consistent with the passenger's impairment or disability and their requests.
- 3.9 Passengers, when unaccompanied by a caregiver, are reassured where needed, and managed in a manner which is consistent with company requirements.
- 3.10 Checks are made to ensure that a responsible person will receive the passenger, if required.
- 3.11 Assistance dogs, where accompanying a passenger, are placed safely in the control of their owner.

Outcome 4

Transport passengers with impairments or disabilities.

Performance criteria

- 4.1 The destination and, where applicable, preferred route for the passenger are established.
- 4.2 Driving techniques applied are consistent with the safety and comfort of passengers.
- 4.3 Observation techniques that ensure passenger safety and comfort are applied.
 Range may include – checking for passenger posture, safety belt positioning, seizure, consciousness.
- 4.4 The passenger is set down safely.
 Range passenger set down may also take account of – the passenger's impairment or disability, the immediate environment, the vicinity of the destination, passenger requests.
- 4.5 Any incidents during transportation of the passenger are reported and recorded, if required.

Planned review date	31 December 2027
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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 2019
Review	6	16 April 2015	31 December 2023
Review	7	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 if you wish to suggest changes to the content of this unit standard.