

Title	Describe how to protect personal safety as a passenger service vehicle driver		
Level	4	Credits	5

Purpose	People credited with this unit standard are able to: identify situations where there is a risk of an attack and/or robbery; describe measures to reduce the risk of an attack and/or robbery; describe strategies for maintaining passenger control; describe emergency response actions; and describe ethical behaviour in relation to passenger interactions to avoid allegations of misconduct.
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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, school 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: Passenger Service Vehicles 1999;
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 **Definition**
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 **Assessment information**
Use of simulated scenarios would provide an alternative assessment method to written assessments for this unit standard.

Outcomes and performance criteria

Outcome 1

Identify situations where there is a risk of an attack and/or robbery.

Performance criteria

1.1 Characteristics of potentially dangerous passengers are identified.

Range three behavioural characteristics.

1.2 Characteristics of potentially dangerous locations are identified.

Range three characteristics.

Outcome 2

Describe measures to reduce the risk of an attack and/or robbery.

Performance criteria

2.1 Observation measures that reduce the risk of an attack or robbery are described in terms of how they reduce risk.

Range two observation measures.

2.2 Measures that reduce the risk of an attack or robbery while working at night are described.

Range how measures reduce risk; two measures.

2.3 Cash handling measures used to reduce the risk and impact of a robbery are described.

2.4 Circumstances when the driver should refuse fares are described.

2.5 Driver responses when confronted with road rage are described.

Outcome 3

Describe strategies for maintaining passenger control.

Performance criteria

3.1 Driver responsibilities for maintaining passenger control are described.

Range may include – driver responsibilities to the passengers, other road users, vehicle owners.

- 3.2 Strategies for managing difficult passengers and how to demonstrate psychological resilience are described.

Range passengers under the influence of drugs and alcohol, argumentative passengers, disruptive children.

- 3.3 Actions driver can take to restore order once strategies have failed are described.

Outcome 4

Describe emergency response actions.

Performance criteria

- 4.1 Actions to deal with attackers or robbers are described.

- 4.2 Actions to raise the alarm and report the incident are described.

Range three actions.

Outcome 5

Describe ethical behaviour in relation to passenger interactions to avoid allegations of misconduct.

Performance criteria

- 5.1 Actions that may be misconstrued by passengers are described in terms of the potential consequences.

- 5.2 Appropriate communications with passengers are described.

- 5.3 Maintenance of boundaries with passengers is described.

Range touching, inappropriate language, tone of voice, taking of photographs or videos, giving or receiving gifts or favours.

- 5.4 Non-adherence to company requirements for transporting children is described in terms of potential consequences for the driver and the children.

Range dropping children in the wrong place, disciplining, failure to adhere to set route.

- 5.5 Actions to take should the driver become aware of any incident that may be misconstrued are described.

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	20 May 2011	31 December 2019
Review	5	16 April 2015	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 if you wish to suggest changes to the content of this unit standard.