

Title	Assist visitors to meet New Zealand driving requirements		
Level	3	Credits	3

Purpose	People credited with this unit standard are able to: assist visitors to meet, or confirm compliance with, legal driving requirements; inform visitors about road conditions; familiarise visitors with vehicle; and inform visitors about action required in the event of accident or emergency.
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Classification	Tourism > Visitor Services
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Available grade	Achieved
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Guidance Information

1 Definitions

Enterprise procedures refers to industry guidelines and codes, refer to documented procedures, specific to the enterprise, which set out the standard for the business practice, and activities of that enterprise.

Road means a road of any class, and a motorway.

Tourism workplace refers to any organisation involved in the domestic tourism industry, the inbound tourism industry, or the outbound tourism industry. Tourism workplaces may include but are not limited to – transport operators, accommodation providers, attraction and activity operators, food and beverage establishments, visitor information centres, travel retailers, travel wholesalers.

Tourism workplace policies and procedures refer to documented instructions about workplace expectations. These may include but are not limited to – customer service delivery, personal presentation, legislation, organisational structure, business objectives.

2 Legislation relevant to this unit standard includes but is not limited to – Transport (Vehicle and Driver Registration and Licensing) Act 1986.

Any relevant Acts, regulations, and bylaws must be complied with during assessment against this standard.

Outcomes and performance criteria

Outcome 1

Assist visitors to meet, or confirm compliance with, legal driving requirements.

Performance criteria

- 1.1 Driving Licences of all visitors wishing to drive are confirmed as being valid.
- Range may include but is not limited to – licence current, licence in English, approved translation of licence, International Driving Permit.
- 1.2 Driving Licence held by visitor is confirmed as covering vehicle to be driven.
- 1.3 Information provided about issue of New Zealand Driving Licences meets visitor's needs and enterprise procedures.
- Range application procedures, issuing offices and conditions, fees, time-scale.
- 1.4 Assistance offered facilitates issue of appropriate licences to visitors.
- 1.5 Information provided about New Zealand traffic laws and safe driving practices meets enterprise procedures.
- Range speed limits, dangerous and careless driving, alcohol and drugs, Road Code.

Outcome 2

Inform visitors about road conditions.

Performance criteria

- 2.1 Information provided about roads, signs, and markings meets enterprise procedures.
- Range brochures, maps, Road Code, symbolic and verbal signs.
- 2.2 Description of route options meets visitors' needs.
- Range travel time and pace, visitor interests, maps.
- 2.3 Description of road conditions which may be encountered meets visitors' needs.
- Range hazards, weather, surfaces, traffic density.

Outcome 3

Familiarise visitors with vehicle.

Performance criteria

- 3.1 Vehicle controls are explained and demonstrated according to enterprise procedures.

- 3.2 Visitors' ability to control vehicle is confirmed according to enterprise procedures.
- 3.3 Vehicle accessories and systems are explained and demonstrated according to enterprise procedures.
- Range breakdown equipment, fuel type, locking, fluid levels, audio and temperature systems, snow-chains.

Outcome 4

Inform visitors about action required in the event of accident or emergency in accordance with tourism workplace policies and procedures.

Performance criteria

- 4.1 Driver's responsibilities for action and notification after a motoring accident are explained in terms of the Road Code
- Range first aid, ambulance, police, others involved, insurance, rental company.
- 4.2 Insurance cover is provided and explained to meet visitors' needs and enterprise procedures.
- Range cover, policy excess, costs.
- 4.3 Hirer's responsibilities and options in the event of vehicle breakdown or loss are explained in terms of enterprise procedures.
- Range reporting to Police, rental company, repair, replacement.
- 4.4 Details of assistance available to hirer are provided according to enterprise procedures.
- Range phone numbers, company offices or agencies, repair garages, brochures.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	13 December 1995	31 December 2018
Revision	2	10 April 1997	31 December 2018
Revision	3	3 February 1998	31 December 2018
Revision	4	12 June 2001	31 December 2018
Review	5	16 March 2017	31 December 2024
Review	6	27 April 2023	31 December 2024

Consent and Moderation Requirements (CMR) reference

0078

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