

## National Certificate in Passenger Service (Taxi Driver)

**Level** 3

**Credits** 61

### Purpose

This qualification is for people who drive or intend to drive a taxi.

The compulsory section ensures that candidates have the skills and knowledge to:

- drive a taxi lawfully, safely, and efficiently, with regard for the rights of other road users and the comfort and well-being of passengers;
- provide high quality customer service;
- transport passengers with impairments or disabilities;
- describe how to protect personal safety;
- comply with work time and logbook requirements.

The elective section recognises the diversity in taxi companies and drivers, and allows candidates to choose standards in specialist driving skills, road transport operations, driver health, fitness and learning, and small business management.

This qualification shares standards with the National Certificate in Driving (Light Motor Vehicle) [Ref: 0796] and may lead on from that qualification or be achieved independently.

### Replacement Information

This qualification replaced the National Certificate in Passenger Service (Small Passenger Vehicle) with an optional strand in Taxi Driving [Ref: 0180].

### Special Notes

This qualification does not permit the holder to drive a vehicle on New Zealand roads. To legally drive a passenger service vehicle the driver must hold a current driver licence appropriate to the vehicle driven and a P (Passenger) endorsement.

### Credit Range

	Compulsory	Elective
Level 2 credits	18	0-2
Level 3 or above credits	41	0-5
Minimum totals	59	2
Minimum totals for qualification	61	

## 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 2 standards as specified

### Detailed Requirements

#### Compulsory

The following standards are required

Health > Occupational Health and Safety > Occupational Health and Safety Practice

ID	Title	Level	Credit
17593	Apply safe work practices in the workplace	2	4

Humanities > Communication Skills > Interpersonal Communications

ID	Title	Level	Credit
1304	Communicate with people from other cultures	3	2

Service Sector > Commercial Road Transport > Commercial Road Transport Skills

ID	Title	Level	Credit
24089	Demonstrate knowledge of fatigue management, work time, and driver logbook requirements	3	5

Service Sector > Commercial Road Transport > Passenger Service

ID	Title	Level	Credit
1748	Transport passengers with impairments or disabilities	4	6
1749	Describe how to protect personal safety as a passenger service vehicle driver	3	3
1750	Foster effective passenger relations	3	4
1752	Drive and maintain a taxi	4	8

## Service Sector &gt; Driving &gt; Core Driving Knowledge and Skills

ID	Title	Level	Credit
3462	Demonstrate knowledge of traffic law for the purpose of safe driving	2	3
3464	Describe human risk factors in terms of a self-management strategy for a driver	2	3
3465	Describe driving hazards and risk reduction strategies and responses to driving hazards	2	3
3466	Apply risk reduction techniques and strategies while driving	3	4
17676	Carry out a pre-drive vehicle check on a light motor vehicle, and start and shut down the vehicle.	2	3
17677	Demonstrate knowledge of safe night driving	2	2
27309	Drive a light motor vehicle in a fuel efficient manner	3	4

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

ID	Title	Level	Credit
17579	Demonstrate knowledge of driver requirements for endorsement P (passenger)	3	5

**Elective**

A minimum of 2 standards

## Business &gt; Business Environment &gt; Business Culture and Environment

ID	Title	Level	Credit
1990	Assess small business ownership options and business structures	4	5
20078	Describe taxation, financial, and insurance responsibilities for small business owner-operators	3	4

## Business &gt; Financial Management &gt; Financial Skills

ID	Title	Level	Credit
1874	Prepare IRD employer reporting documentation for PAYE, FBT and GST	3	3

## Core Generic &gt; Core Generic &gt; Social and Cooperative Skills

ID	Title	Level	Credit
7124	Demonstrate knowledge of one-to-one negotiation	2	2

## Core Generic &gt; Core Generic &gt; Work and Study Skills

ID	Title	Level	Credit
1979	Describe an employment relationship, and the application of employment law to that relationship	2	3
7117	Produce a plan to enhance own learning	2	2

## Health &gt; Health Studies &gt; First Aid

ID	Title	Level	Credit
26551	Provide first aid for life threatening conditions	2	1
26552	Demonstrate knowledge of common first aid conditions and how to respond to them	2	1

## Health &gt; Occupational Health and Safety &gt; Occupational Health and Safety Practice

ID	Title	Level	Credit
17592	Identify the causes of back injury and methods to prevent back injuries in the workplace	3	4

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

ID	Title	Level	Credit
26558	Demonstrate knowledge of health factors affecting the performance of commercial road transport drivers	3	5

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

ID	Title	Level	Credit
15165	Transport passengers in wheelchairs using total mobility vehicles equipped with hoist or ramp	3	6
15950	Manage passenger luggage	2	4

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

ID	Title	Level	Credit
1777	Cost a road transport service vehicle	4	2
1778	Select a vehicle for use in a road transport operation	4	3
18112	Demonstrate knowledge of operational activities specific to the taxi industry	4	4

## Service Sector &gt; Driving &gt; Core Driving Knowledge and Skills

ID	Title	Level	Credit
1734	Demonstrate knowledge of stress, health and fatigue for driving	2	3
3467	Describe dynamics, and techniques for managing dynamics, of light motor vehicles	2	4

ID	Title	Level	Credit
17678	Drive a light motor vehicle on unsealed road surfaces	3	3

Service Sector > Driving > Driver Educator

ID	Title	Level	Credit
14516	Demonstrate knowledge of legal requirements for loading and towing a simple light trailer	3	3

## Transition Arrangements

### Version 1

This qualification replaced the National Certificate in Passenger Service (Small Passenger Vehicle) with an optional strand in Taxi Driving [Ref: 0180].

There are significant differences between the qualifications.

For detailed information see Review Summaries on the NZQA website.

People currently working towards version 7 of the replaced qualification may either complete the requirements for that version or transfer their results to this qualification. The last date for assessments to take place for version 7 of the replaced qualification is 31 December 2013. All new trainees will be enrolled in programmes leading to the replacement qualification.

This qualification contains standards that replace earlier standards. For the purposes of this qualification, people who have gained credit for the expiring standards are exempt from the requirement to gain credit for the replacement standards – see table below.

Credit for	Exempt from
6400	26551, 26552
6401	26552
6402	26551

It is not intended that anyone is disadvantaged by this review, and the above arrangements have been designed for a smooth transition. However, anyone who feels they may have been disadvantaged should contact NZ Motor Industry Training Organisation (Incorporated) at the address below.

## NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	August 2011	N/A

## Standard Setting Body

NZ Motor Industry Training Organisation (Incorporated)  
PO Box 10803  
Wellington 6143

Telephone 0800 88 2121  
Facsimile 04 494 0006  
Email info@mito.org.nz  
Website www.mito@org.nz

## Planned Review

Any person or organisation may contribute to the review of this qualification by sending feedback to the standard setting body at the above address.

Next Review	2012
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## Other standard setting bodies whose standards are included in the qualification

New Zealand Industry Training Organisation  
NZQA

## Certification

This certificate will display the logos of NZQA, NZ Motor Industry Training Organisation (Incorporated) 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
761	Service Sector > Commercial Road Transport > Passenger Service	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.