

40104 Describe dispatch operations in the commercial road transport industry

Kaupae Level	3
Whiwhinga Credit	5
Whāinga Purpose	<p>This skill standard is intended for people who are new to the commercial road transport industry or are new to a dispatch operations role. This skill standard provides an introduction to the role and responsibilities of a heavy vehicle dispatch operator and the importance of data collection and analysis in the commercial road transport industry.</p> <p>This skill standard aligns with New Zealand commercial road transport qualifications and micro-credentials Level 3 and above.</p>

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
1. Describe dispatch operator roles and responsibilities in the commercial road transport industry.	a. Describe dispatch operator roles in a commercial road transport operation.
	b. Describe dispatch operator responsibilities to ensure legislative and organisational requirements are met.
	c. Describe the consequences and potential penalties for individuals and a commercial road transport operation for failing to comply with requirements.
	d. Describe how a dispatch operator can contribute to the overall performance of a commercial road transport operation.
2. Describe the importance of data collection and analysis in the commercial road transport industry.	a. Explain how accurate data collection and analysis can improve reporting to internal and external stakeholders.
	b. Describe how accurate data collection and analysis can influence decision making in dispatch operations, including driver fatigue management and route planning.
	c. Describe how accurate data collection and analysis can improve the overall performance of commercial road transport operation.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria***Assessment specifications:***

Evidence presented for assessment against this skill standard must be consistent with safe working practices and be in accordance with applicable service information, workplace procedures and legislative requirements.

Definitions:

Dispatch operations refer to the coordination of logistical operations to ensure the efficient movement of goods.

Dispatch operator responsibilities include route planning, logbook compliance, knowledge of driver ability and capacity, vehicle weight compliance, coordinating vehicle permits, following organisational vehicle service plans, minimising vehicle downtime.

Workplace procedures refer to organisation policies and procedures that are documented in memo, electronic, or manual format and available in the workplace. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, manufacturer's requirements, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor's instructions, and procedures to comply with legislative and local body requirements relevant to the commercial road transport sector.

Ngā momo whiwhinga | Grades available

Achieved.

Ihirangi waitohu | Indicative content**Risk exposure on business for non-compliance**

- Consequences and penalties for breach of worktime rule.
- Consequences and penalties for breach of weight permits and vehicle capacity.
- Awareness of driver capability and vehicle class licenses to avoid breaches.
- Impact on Operator Rating System (ORS).
- Impact on Transport Service Licence (TSL).
- Environmental protection.

Organisational performance

- Customer service and satisfaction.
- Effective stakeholder communication.
- Fuel efficiency and productivity on vehicles.
- Minimisation of vehicle downtime.
- Sustainability initiatives.

Dispatch operator roles

- Management of schedules.
- Route planning.
- Coordination of drivers and vehicles to optimise delivery times and meet customer demands.
- Data collection and analysis.
- Legal compliance.

Data collection

- Telematics and other data systems in use within the workplace.

Rauemi | Resources

Legislation, Rules, regulations and resources relevant to this skill standard include but are not limited to:

- Health and Safety at Work Act 2015
- Land Transport Act 1998
- Land Transport (Offences and Penalties) Regulations 1999
- Land Transport Rule: Dangerous Goods 2005
- Land Transport (Driver Licensing) Rule 1999
- Land Transport Rule: Vehicle Dimensions and Mass (VDAM) 2002
- Land Transport Rule: Work Time and Logbooks 2007
- New Zealand Transport Agency Waka Kotahi, (current edition). *Transporting Dangerous Goods* (Factsheet 64). Available from: <https://www.nzta.govt.nz/>;
- New Zealand Transport Agency Waka Kotahi, (current edition). *Work time and logbooks. A basic guide to work time and rest time requirements and logbook standards for transport operators and drivers*. Available from: <https://www.nzta.govt.nz/>;
- New Zealand Transport Agency Waka Kotahi, (current edition). *The Official New Zealand Truck Loading Code – Code of Practice for the Safety of Loads on Heavy Vehicles*. Available from: <https://www.nzta.govt.nz/>.

Any new, amended or replacement Acts, regulations, standards, codes of practice, guidelines, or authority requirements or conditions affecting this skill standard will take precedence for assessment purposes, pending review of this skill standard. Legislation can be accessed at: <https://www.legislation.govt.nz/>.

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa Standard Setting Body	Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council
Whakaritenga Rārangi Paetae Aromatawai DASS classification	Service Sector > Commercial Road Transport > Road Transport Operations
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga CMR	0014

Hātepe Process	Putanga Version	Rā whakaputa Review Date	Rā whakamutunga mō te aromatawai Last date for assessment
Rēhitatanga Registration	1	25 July 2024	N/A
Kōrero whakakapinga Replacement information	N/A		
Rā arotake Planned review date	31 December 2029		

Please contact Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development at qualifications@hangaarorau.nz to suggest changes to the content of this skill standard.