

40105 Co-ordinate heavy vehicle maintenance and emergency response procedures to support commercial road transport operations

Kaupae Level	3
Whiwhinga Credit	10
Whāinga Purpose	<p>This skill standard is intended for people who are new to the commercial road transport industry or new to a dispatch operator role. They will be required to identify and co-ordinate heavy vehicle maintenance requirements, including repairs and breakdowns, and respond to emergency situations during dispatch operations.</p> <p>This skill standard aligns with commercial road transport qualifications and micro-credentials at 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. Identify heavy vehicle systems and components.	a. Identify primary systems in heavy vehicles and two components in each primary system.
2. Describe legal, safety and maintenance requirements for heavy vehicles.	a. Describe legal and safety requirements for heavy vehicles.
	b. Describe scheduled maintenance requirements for heavy vehicles.
	c. Describe five safety or performance issues that impact the operation of heavy vehicles.
3. Conduct a pre-start walk around inspection of a heavy vehicle.	a. Inspect heavy vehicle for compliance with legal and safety requirements during a pre-start walk around.
	b. Inspect auxiliary equipment to ensure it is in working order and safe to operate.
4. Identify non-compliance issues during dispatch operations.	a. Identify non-compliance or mechanical issues as indicated by warning signs communicated through data and/or driver communications.

Hua o te ako Learning outcomes	Paearu aromatawai Assessment criteria
5. Co-ordinate heavy vehicle repairs, breakdowns, and scheduled maintenance.	a. Co-ordinate scheduled maintenance for heavy vehicles.
	b. Prioritise urgent non-compliance or mechanical issues using relevant information.
	c. Co-ordinate heavy vehicle repairs with external service providers.
	d. Co-ordinate heavy vehicle breakdowns with external service providers.
6. Identify and follow emergency response procedures during dispatch operations.	a. Identify situational hazards and risks using relevant information and ascertain if an emergency response is required.
	b. Escalate emergency issues with relevant stakeholders where required.
	c. Follow legal and/or organisation emergency response procedures where required.

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

Assessment specifications:

The pre-start walk around inspection must include an overview about why each check is important and this may be completed verbally.

Emergency response procedures may be demonstrated using a simulated scenario.

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

Auxiliary equipment refers to safety or vehicle specific equipment used in operations. Examples include restraint systems, lifting equipment, brooms, curtains, cleaning equipment.

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**Primary heavy vehicle systems**

- Primary heavy vehicle systems include engine, engine cooling systems, fuel and air supply system, exhaust and emission control system, drivetrain, braking system, steering system, electrical systems, suspension system.

Heavy vehicle compliance

- Heavy vehicle legal requirements include Certificate of Fitness, Road User Licence, hub-odometers, motor vehicle registration, Transport Service Licence label, certification plates, compliance certificates, Certificates of Loading, mounting and positioning of documents and plates, signage.

Pre-start walk for compliance

- Checks for faults including lighting, leaks (air, oil or fuel), tyres and wheels, trailer connection – coupling, loose items.
- Compliance checks including vehicle registration, Road User Charges, Certificate of Fitness, Certificate of loading, Transport Service License label.

Warning signs

- Dashboard warning lights or sounds relating to air system, electronic braking, oil pressure or engine cooling.
- Verbal communication from driver.

Co-ordination with external service providers

- Questions to ask when a vehicle is removed from service to gather necessary information.
- Time frames required for repairs and potential impacts on operations.
- Internal process(es) for reporting repairs and maintenance.

Heavy vehicle breakdowns

- Breakdown response information.
- Internal process for recording breakdowns.

Responding to driver call for assistance

- Effective responses to a driver call for assistance.
- Questions to extract relevant and necessary information from a driver about the breakdown situation.
- Steps required for effective response to a heavy vehicle breakdown situation as a dispatch operator (this can be completed through a simulation or example).

Emergency response awareness

- Internal and external emergency response processes, and legal requirements.
- Preliminary risk assessment of people, environment, animals and/or vehicles.
- Steps required for effective response to a heavy vehicle emergency situation as a dispatch operator (this can be completed through a simulation or example).

Rauemi | Resources

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

- Health and Safety at Work Act 2015
- Land Transport Act 1998
- Heavy Motor Vehicle Regulations 1974
- Land Transport (Offences and Penalties) Regulations 1999
- Land Transport Rule: Vehicle Dimensions and Mass 2002
- Land Transport Rule: Heavy Vehicles 2004
- Land Transport Rule: Dangerous Goods 2005 (Rule 45001/1)

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.