

FIELD SERVICE SECTOR**Review of *Passenger Service* unit standards 19423, 20471, 20472**

Subfield	Domain	Id
Commercial Road Transport	Passenger Service	19423, 20471, 20472

The New Zealand Road Transport and Logistics Industry Training Organisation (NZRT&LITO) has completed the review of the unit standards listed above.

Date new versions published

September 2006

Planned review date

December 2011

Summary of review and consultation process

A consultation group consisting of representatives from the Bus and Coach Association New Zealand, New Zealand Taxi Federation, selected industry assessors and training providers was set up to review the fitness of purpose of each unit standard. The unit standards then went through an edit to ensure they conform to NZQA requirements, to check and update references and legislations, and to change LTSA to Land Transport NZ.

Changes resulting from this review are mainly of a technical nature, largely rephrasing to simplify and clarify content.

Main changes resulting from the review

19423 and 20472

- The content focus of these two unit standards remains unchanged, but statements have been rephrased using simpler terminology to improve their clarity.
- Change in the title of unit standard 19423 to, *Deliver commentaries to passengers in a vehicle*, to clarify that the unit standard is intended to cover, commentaries in a vehicle.

20471

- Increase in credits from one to two to reflect the amount of learning required.
- Details of the Road to Milford Sound website added into the special notes section.
- Performance criteria extended to incorporate the knowledge of emergency equipment to be carried on board the vehicle and industry provisions for emergencies.

Impact on existing provider accreditations

None.

Impact on existing qualifications

Qualifications that contain the reviewed standards or classifications are tabled below.

Affected	The qualification lists a reviewed classification (domain or subfield) in an elective set The qualification lists a standard that has changes to level or credits The qualification lists a C or D category standard
Not materially affected	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

In the following table the qualification contains unit standards in both categories, with the item that generated the *Affected* status in **bold**. This NZRT&LITO qualification will be reviewed in July 2008.

Qualification title	Classification or standard in the qualification
National Certificate in Passenger Service (Large Passenger Vehicle) with strands in School Bus, Urban and Local Route, and Long Distance [Ref: 0190]	19423, 20471

Summary of main changes

All changes are in **bold**.

Key to review category	
A	Dates changed, but no other changes are made - the new version of the standard carries the same Id and a new version number
B	Changes made, but the overall outcome remains the same - the new version of the standard carries the same Id and a new version number
C	Major changes that necessitate the registration of a replacement standard with a new Id
D	Standard will expire and not be replaced

Subfield Commercial Road Transport
Domain Passenger Service

Id	Title	Level	Credit	Review Category
19423	Deliver commentaries to passengers Deliver commentaries to passengers in a vehicle	3	4	B
20471	Demonstrate knowledge of the Code of Practice for Operating Coaches on State Highway 94	3	1 2	B
20472	Manage coach passenger safety at an accident site	3	4	B