

**Field      Service Sector****Review of *Passenger Service* unit standards**

<b>Subfield</b>	<b>Domain</b>	<b>ID</b>
Commercial Road Transport	Passenger Service	1748-1752, 15157, 15162, 15163, 15165, 15948-15951, 18078, 19423.

Tranzqual ITO has completed the review of the unit standards listed above.

**Date new versions published** **May 2011**

**Planned review date** **May 2016**

**Summary**

The review of the unit standards in the Passenger Service domain was conducted concurrently with the planned reviews of the:

- National Certificate in Passenger Service (Small Passenger Vehicle) with an optional strand in Taxi Driving [Ref: 0180];
- National Certificate in Passenger Service (Large Passenger Vehicle) with strands in School Bus; Urban and Local Route; and Long Distance [Ref: 0190]; and
- National Certificate in Commercial Road Transport (Taxi Operations) [Ref: 0970].

Two Industry Advisory Groups (IAGs) were established in December 2009 to carry out the review. The Large Passenger Service IAG included representatives from bus and coach companies, training providers, industry assessors, and the Bus and Coach Association (NZ). The Small Passenger Service IAG included representatives from taxi companies, training providers, and industry assessors.

In 2010, the IAGs reviewed the unit standards at a series of meetings, guided by recommendations from the *Bus and Coach Industry Skills Strategy 2010-2013* and the *Taxi Industry Skills Strategy 2010-2013*. The draft unit standards were then circulated for national consultation and endorsed by industry in February 2011.

**Main changes**

- Three new unit standards were developed to recognise the knowledge and skills required to drive coaches, articulated buses, and electric trolley buses.
- A new unit standard was also developed to recognise the knowledge and skills required to drive a light motor vehicle in a fuel efficient manner.
- Unit standard 18070 was designated as expiring because it is no longer required by industry.
- The credit values of unit standards 1750, 1751, 15157, and 15162 were updated to reflect assessor feedback and industry expectations regarding the time taken to become competent.
- The levels of unit standards 1749 and 15949 were updated to reflect changes made to the unit standards that affected knowledge and skill requirements.
- Titles, outcome statements, evidence requirements, and range statements were amended where appropriate to reflect current industry practice.

## The category D unit standard will expire at the end of December 2013

### Impact on existing accreditations

Current Accreditation for			Accreditation extended to		
Nature of accreditation	Classification or ID	Level	Nature of accreditation	ID	Level
Standard	1751	3	Standards	27306, 27307, 27308	3

### Impact on registered qualifications

Key to type of impact	
<b>Affected</b>	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
<b>Not materially affected</b>	The qualification lists a standard that has a new title The qualification lists a standard that has a new classification

The following Tranzqual qualifications are impacted by the outcomes of this review and will be updated when they are reviewed in 2011. The unit standards that generated the status *Affected* are listed in **bold**.

Ref	Qualification Title	ID
0180	National Certificate in Passenger Service (Small Passenger Vehicle) with an optional strand in Taxi Driving	1748, <b>1749</b> , <b>1750</b> , 1752, 15950, <b>18078</b>
0190	National Certificate in Passenger Service (Large Passenger Vehicle) with strands in School Bus; Urban and Local Route; and Long Distance	1748, <b>1749</b> , <b>1750</b> , <b>1751</b> , <b>15157</b> , <b>15162</b> , 15948, <b>15949</b> , 15950
0970	National Certificate in Commercial Road Transport (Taxi Operations)	<b>18078</b>
1270	National Certificate in Driving (VIP Chauffeur)	<b>1749</b> , <b>1750</b>

The following table identifies qualifications developed by other SSBs that are impacted by the outcome of this review. The SSBs have been advised that the qualifications require revision. The unit standards that generated the status *Affected* are listed in **bold**.

Ref	Qualification Title	ID	SSB Name
0958	National Certificate in Rail Transport (Level 2)	15948, <b>15949</b> , 15950	Competenz
1112	National Certificate in Rail Infrastructure (Level 3)	15948, <b>15949</b> , 15950	Competenz

### Detailed list of unit standards – classification, title, level, and credits

All changes are in **bold**.

<b>A</b>	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
<b>B</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
<b>C</b>	Major changes that necessitate the registration of a replacement standard with a new ID
<b>D</b>	Standard will expire and not be replaced

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

<b>ID</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
1748	Demonstrate skills required to assist passengers with special needs <b>Transport passengers with impairments or disabilities</b>	4	6	B
1749	Protect personal safety while operating a passenger service vehicle <b>Describe how to protect personal safety as a passenger service vehicle driver</b>	4 3	3	B
1750	Foster effective passenger relations	3	3 4	B
1751	Drive scheduled passenger route service <b>Drive a bus on a scheduled passenger route service</b>	3	6 8	B
1752	Operate and maintain a taxi <b>Drive and maintain a taxi</b>	4	8	B
15157	Maintain coach presentation on the road	2	3 2	B
15162	Drive a school bus	3	4 6	B
15163	Drive a large passenger service vehicle in a fuel efficient manner	3	5	B
15165	Transport passengers in wheelchairs using total mobility vehicles equipped with hoist or ramp	3	6	B
15948	Identify categories of, and communicate information to, passengers en route <b>Meet coach passenger information needs</b>	2	3	B
15949	Attend to coach passenger enquiries and requests	1 2	3	B
15950	Load, unload, account for, and describe drivers' responsibility for, passengers' luggage <b>Manage passenger luggage</b>	2	4	B
15951	Perform calculations as a bus driver	1	3	B
18078	Demonstrate knowledge and skill in map reading requirements for taxi drivers	2	3	D
19423	Deliver commentaries to passengers in a vehicle	3	4	B
<b>27306</b>	<b>Drive a coach</b>	<b>3</b>	<b>8</b>	<b>New</b>
<b>27307</b>	<b>Drive an articulated bus</b>	<b>3</b>	<b>4</b>	<b>New</b>
<b>27308</b>	<b>Drive an electric trolley bus</b>	<b>3</b>	<b>3</b>	<b>New</b>

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

<b>ID</b>	<b>Title</b>	<b>Level</b>	<b>Credit</b>	<b>Review Category</b>
27309	Drive a light motor vehicle in a fuel efficient manner	3	4	New