

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

Subfield	Domain	ID
Commercial Road Transport	Passenger Service	15157, 15948-15950, 19423, 27306, 28728

MITO New Zealand Incorporated has completed the review of the unit standards listed above.

Date new versions published

May 2021

Summary

MITO undertook analysis of currently listed Passenger Service unit standards and identified seven standards that are no longer being used and have not been awarded in four years or longer. The decision was made to expire these standards as they no longer align with industry need.

Main changes

These seven unit standards were designated expiring without replacement.

These Category D unit standards will expire at the end of December 2023

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

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

Service Sector > Commercial Road Transport > Passenger Service

ID	Title	Level	Credit	Review Category
15157	Maintain coach presentation on the road	2	2	D
15948	Meet coach passenger information needs	2	3	D
15949	Attend to bus or coach passenger enquiries and requests	2	3	D
15950	Manage passenger luggage	2	4	D
19423	Deliver commentaries to passengers in a vehicle	3	4	D
27306	Drive a coach	3	8	D
28728	Describe hazards and apply risk reduction techniques and strategies while driving a bus or coach	4	10	D