

Title	Transport passengers in wheelchairs using total mobility vehicles equipped with hoist or ramp		
Level	3	Credits	6

Purpose	People credited with this unit standard are able to: communicate in a manner which reassures and assists a passenger in a wheelchair; prepare to pick up and set down a passenger in a wheelchair; pick up and set down a passenger in a wheelchair using a vehicle hoist or ramp; restrain a passenger in a wheelchair, and secure the ramp or hoist, luggage, and equipment; and transport a passenger in a wheelchair.
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Classification	Commercial Road Transport > Passenger Service
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Available grade	Achieved
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Entry information	
Critical health and safety prerequisites	Candidates must hold a minimum of the class of licence required for the vehicle being driven and comply with the requirements of the Land Transport (Driver Licensing) Rule 1999.

Explanatory notes

- 1 Legislation and industry standards relevant to this unit standard include:
 Dog Control Act 1996;
 Health Act 1956;
 Health and Safety in Employment Act 1992;
 Land Transport Act 1998;
 Land Transport (Driver Licensing) Rule 1999;
 Land Transport (Road User) Rule 2004;
 Land Transport Rule: Operator Licensing 2007
 Land Transport Rule: Passenger Service Vehicles 1999
 Land Transport Rule: Seatbelts and Seatbelt Anchorages 2002;
 Australian Standard AS2942-1987 and AS2942-1994;
 Australian and New Zealand Standard AS/NZS 10542.2:2009 *Technical systems and aids for disabled or handicapped persons - Wheelchair tiedown and occupant-restraint systems - Four-point strap-type tiedown systems*;
 Low Volume Vehicle Standard 45-60(00) *Disability Transportation Systems*.

- 2 Any new, amended or replacement Acts, regulations, Rules, standards, codes of practice, or NZ Transport Agency requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.
- 3 People who drive passenger service vehicles on a road for hire or reward must hold a full driver licence appropriate to the vehicle driven and have a Passenger (P) licence endorsement as required by the Land Transport (Driver Licensing) Rule 1999.
- 4 Passengers must be transported with due attention to the rights and responsibilities of the disabled as outlined in the *Code of Health and Disability Services: Consumers' Rights*, Wellington, Health and Disability Commissioner, 1996.
- 5 **Definitions**
Organisational requirements include any legal requirements, standards, codes of practice, company and/or site procedures, industry best practice, and manufacturers' instructions. These must be available to candidates, providers, and assessors.
Wheelchair examples may include – manual wheelchairs, electric or power wheelchairs, postural seating systems, mobility scooters.
- 6 Assessment must include practical demonstrations, which may be undertaken in real or simulated situations. Evidence is required for at least two passengers.

Outcomes and evidence requirements

Outcome 1

Communicate in a manner which reassures and assists a passenger in a wheelchair.

Range may include – directly with passenger; through a caregiver.

Evidence requirements

- 1.1 The passenger is informed that the vehicle has arrived in a manner that takes into account to the passenger's needs and methods of communication.
- 1.2 Spoken communication is made in a normal voice, at normal speed, facing the passenger.
- 1.3 Alternative forms of communication are used where spoken communication cannot be.

Range may include – brief written notes, non-verbal communication, alternative communication devices offered by the passenger or caregiver, using the services of an intermediary.
- 1.4 The passenger or caregiver is asked what, if any, assistance is required.
- 1.5 Communication is open and positive, enables the passenger to express his or her wishes, and ensures that the driver and passenger understand each other.

- 1.6 Passenger consent is obtained before taking any action which may involve touching the passenger.

Range actions may include – checking of passenger’s limb placement, seating position, securing the passenger’s personal safety equipment.

Outcome 2

Prepare to pick up and set down a passenger in a wheelchair.

Evidence requirements

- 2.1 Preparations for picking up and setting down a passenger in a wheelchair are carried out in accordance with the passenger’s needs and organisational requirements for customer service and safety.

Outcome 3

Pick up and set down a passenger in a wheelchair using a vehicle hoist or ramp.

Evidence requirements

- 3.1 Where possible, a level surface is selected for pick-up and set-down.
- 3.2 The vehicle hoist or ramp is operated in accordance with the manufacturer's instructions and away from moving vehicles, if possible.
- 3.3 Wheelchair entry and exit from the vehicle is carried out safely in accordance with the passenger's wishes and organisational requirements.
- Range may include – manual wheelchair manoeuvred via correct use of leverage aids and braking systems.
- 3.4 Communication with the passenger is maintained throughout the process, and reassurance provided if the passenger expresses concern.

Outcome 4

Restrain a passenger in a wheelchair, and secure the ramp or hoist, luggage, and equipment.

Evidence requirements

- 4.1 The wheelchair is positioned in the vehicle to ensure passenger comfort and safety.
- 4.2 The wheelchair restraints are fastened and checked in accordance with manufacturer’s instructions and the relevant industry codes and standards. Where a wheelchair cannot be restrained in accordance with manufacturer’s instructions, the restraints are fastened and checked to be as close as

practicable to the methods and angles defined in Low Volume Vehicle Standard 45-60(00).

- 4.3 The passenger seatbelt or restraints are discussed with the passenger and applied in accordance with manufacturer’s instructions and in a manner consistent with passenger comfort and safety. Where the passenger seatbelt or restraints cannot be applied in accordance with manufacturer’s instructions, the restraints are fastened and checked to be as close as practicable to the methods and angles defined in Low Volume Vehicle Standard 45-60(00).
- 4.4 The hoist or ramp is fixed in the transportation position.
- 4.5 Luggage and equipment are secured in a manner that prevents injury to the passenger, damage to the luggage and vehicle, and ensures unimpeded access to the vehicle door(s) and wheelchair restraints.

Outcome 5

Transport a passenger in a wheelchair.

Evidence requirements

- 5.1 Time for picking up and setting down the passenger and personal effects is allowed for in trip planning.
- 5.2 The destination and, where applicable, preferred route for the passenger are established.
- 5.3 Disability assist dogs, where accompanying a passenger, are placed safely in the control of their owner.
- 5.4 Driving techniques applied are consistent with the safety and comfort of passengers and meet legal requirements.
- 5.5 Observation techniques that ensure passenger safety and comfort are applied in accordance with organisational requirements.

Range may include – checking for passenger posture, safety belt positioning, seizure, consciousness.

- 5.6 The passenger is set down safely and in accordance with organisational requirements.

Range passenger set down may also take account of – the passenger’s impairment or disability, the immediate environment, the vicinity of the destination, passenger requests.

Planned review date	31 December 2019
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 May 1999	31 May 2016
Revision	2	2 November 2000	31 May 2016
Review	3	24 July 2002	31 May 2016
Review	4	21 June 2004	31 May 2016
Review	5	20 May 2011	31 December 2019
Review	6	16 April 2015	N/A

Consent and Moderation Requirements (CMR) reference

0092

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Please note

Providers must be granted consent to assess against standards (accredited) by NZQA, before they can report credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be granted consent to assess against standards by NZQA before they can register credits from assessment against unit standards.

Providers and Industry Training Organisations, which have been granted consent and which are assessing against unit standards must engage with the moderation system that applies to those standards.

Requirements for consent to assess and an outline of the moderation system that applies to this standard are outlined in the Consent and Moderation Requirements (CMR). The CMR also includes useful information about special requirements for organisations wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

Comments on this unit standard

Please contact NZ Motor Industry Training Organisation (Incorporated) info@mito.org.nz if you wish to suggest changes to the content of this unit standard.