

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

<b>Purpose</b>	People credited with this unit standard are able to: 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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<b>Classification</b>	Commercial Road Transport > Passenger Service
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable service information, company requirements and legislative requirements. This includes the knowledge and use of suitable tools and equipment.
- 2 Legislation, regulations and/or industry standards relevant to this unit standard include but are not limited to the:  
Health and Safety at Work Act 2015;  
Land Transport Act 1998;  
and any subsequent amendments and replacements.  
  
Any new, amended or replacement Acts, regulations, standards, codes of practice, guidelines, or authority 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  
*Communication* may include engaging directly with the passenger and/or through a caregiver.

*Company requirements* refer to instructions to staff on policy and procedures that are available in the workplace. These requirements may include – company policies and procedures, work instructions, product quality specifications and legislative requirements.

*Wheelchair* examples may include – manual wheelchairs, electric or power wheelchairs, postural seating systems, mobility scooters.

## 6 Assessment information

Assessment must include practical demonstrations, which may be undertaken in real or simulated situations. Evidence is required for at least two passengers.

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## Outcomes and performance criteria

### Outcome 1

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

#### Performance criteria

- 1.1 Preparations for picking up and setting down a passenger in a wheelchair are carried out in accordance with the passenger's needs.
- 1.2 The passenger is informed that the vehicle has arrived in a manner that takes considers the passenger's needs and methods of communication.  
  
Range may include – voice, brief written notes, non-verbal communication, alternative communication devices offered by the passenger or caregiver, using the services of an intermediary
- 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 Communication is open and positive, enables the passenger to express his or her wishes, and ensures that the driver and passenger understand each other.
- 1.5 The passenger or caregiver is asked what, if any, assistance is required.
- 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

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

**Performance criteria**

- 2.1 Where possible, a level surface is selected for pick-up and set-down.
- 2.2 The vehicle hoist or ramp is operated, away from moving vehicles, if possible.
- 2.3 Wheelchair entry and exit from the vehicle is carried out.
- Range may include – manual wheelchair manoeuvred via correct use of leverage aids and braking systems.
- 2.4 Communication with the passenger is maintained throughout the process, and reassurance provided if the passenger expresses concern.
- 2.5 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.

**Outcome 3**

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

**Performance criteria**

- 3.1 The wheelchair is positioned in the vehicle to ensure passenger comfort and safety.
- 3.2 The wheelchair restraints are fastened and checked. 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).
- 3.3 The passenger seatbelt or restraints are discussed with the passenger and applied 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).
- 3.4 The hoist or ramp is fixed in the transportation position.
- 3.5 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.
- 3.6 Communication with the passenger is maintained throughout the process, and reassurance provided if the passenger expresses concern.

**Outcome 4**

Transport a passenger in a wheelchair.

**Performance criteria**

- 4.1 Time for picking up and setting down the passenger and personal effects is allowed for in trip planning.
- 4.2 The destination and, where applicable, preferred route for the passenger are established.
- 4.3 Assistance dogs, where accompanying a passenger, are placed safely in the control of their owner.
- 4.4 Driving techniques applied are consistent with the safety and comfort of passengers and meet legal requirements.
- 4.5 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.
- 4.6 Communication with the passenger is maintained throughout the process, and reassurance provided if the passenger expresses concern.
- 4.7 Any incidents during transportation of the passenger are reported and recorded, if required.

<b>Planned review date</b>	31 December 2027
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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	31 December 2023
Review	7	26 May 2022	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0014
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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**Comments on this unit standard**

Please contact Hanga-Aro-Rau Manufacturing, Engineering, and Logistics Workforce Development Council [qualifications@hangaarorau.nz](mailto:qualifications@hangaarorau.nz) if you wish to suggest changes to the content of this unit standard.