

Title	Meet coach passenger information needs		
Level	2	Credits	3

Purpose	People credited with this unit standard are able to: identify coach passengers' information and communication needs; provide pre-trip information and assistance to coach passengers; provide information and assistance to coach passengers before and during an intermediate stop; and provide information and assistance to coach passengers at an end of day or destination stop.
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Classification	Commercial Road Transport > Passenger Service
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Available grade	Achieved
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Guidance Information

- 1 Definitions
Impairments or disabilities may be physical, sensory, neurological, psychiatric, or intellectual.
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.
- 2 Evidence generated for assessment against this standard must meet applicable organisational requirements.

Outcomes and performance criteria

Outcome 1

Identify coach passengers' information and communication needs.

Performance criteria

- 1.1 Passengers' general information needs are identified in terms of type of group and purpose of travel.
- 1.2 Passengers' communication needs are identified and strategies for meeting those needs established.

Range	may include strategies for dealing with – speakers of languages other than English, children, people with impairments or disabilities.
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Outcome 2

Provide pre-trip information and assistance to coach passengers.

Performance criteria

- 2.1 Passengers are informed of the location of on-board facilities.
- Range must include – emergency exits, rubbish receptacles; may include but is not limited to – location of toilets, luggage racks, reading matter, passenger console.
- 2.2 Passengers are informed of operational information.
- Range must include but is not limited to – timetable or itinerary, stopping places, meal arrangements, rules, emergency and security information, assistance available from staff/personnel.
- 2.3 Passengers are informed of the equipment, facilities, and assistance available to passengers with impairments or disabilities.
- Range may include but is not limited to – cushions, assistance with mobility aids, assistance onto and off the coach.

Outcome 3

Provide information and assistance to coach passengers before and during an intermediate stop.

Performance criteria

- 3.1 Passengers are informed of the name of the stopping place and the duration of the stop.
- 3.2 Passengers are informed of the purpose(s) of the stop.
- Range may include but is not limited to – sightseeing, shopping, meal, comfort stop, photo stop.
- 3.3 Locations of facilities at the stop are communicated to passengers.
- 3.4 Local features of interest are communicated to passengers.
- 3.5 Passengers are advised to take hand luggage with them if they leave the coach.
- 3.6 Passengers' impairments or disabilities are catered for as required.

Outcome 4

Provide information and assistance to coach passengers at an end of day or destination stop.

Performance criteria

- 4.1 Where required, passengers are advised of times, arrangements and locations for meals and accommodation.
- 4.2 Local features of interest, landmarks, entertainment, attractions, and special events are identified.
- 4.3 Passengers are informed of any relevant luggage pick-up times and procedures.
- 4.4 Where required, passengers are informed of departure time.
- 4.5 Passengers' special needs are catered for as required.
- 4.6 Passengers are advised to take hand luggage with them when they leave the coach.

This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.

Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	25 May 1999	31 December 2023
Review	2	24 July 2002	31 December 2023
Review	3	20 May 2011	31 December 2023
Review	4	16 April 2015	31 December 2023
Review	5	27 May 2021	31 December 2023

Consent and Moderation Requirements (CMR) reference	0092
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.