

Title	Transport passengers with impairments or disabilities		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to: describe measures for assisting passengers with impairments or disabilities; communicate in a manner which reassures and assists passengers with impairments or disabilities; assist passengers with impairments or disabilities; and transport passengers with impairments or disabilities.
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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 relevant to this unit standard includes:
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.
- 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 or a large passenger service vehicle (regardless of hire and 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 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.
- 5 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, 2004.
- 6 Assessments for outcomes 2, 3, and 4 must include practical demonstrations which may be undertaken in real or simulated situations. Evidence is required for at least two passengers with different impairments or disabilities.

Outcomes and evidence requirements

Outcome 1

Describe measures for assisting passengers with impairments or disabilities.

Evidence requirements

- 1.1 Measures for assisting passengers with visual impairments are described in accordance with organisational requirements.
Range communication techniques, pick-up and set-down techniques.
- 1.2 Communication techniques for assisting passengers with hearing impairments are described in accordance with organisational requirements.
- 1.3 Measures for assisting passengers with epilepsy are described in accordance with organisational requirements.
Range recognising seizure signs, assistance provided in response to a seizure.
- 1.4 Communication techniques for assisting passengers with intellectual disabilities are described in accordance with organisational requirements.
- 1.5 Pick-up and set-down techniques for assisting passengers with mobility impairments are described in accordance with organisational requirements.

Outcome 2

Communicate in a manner which reassures and assists passengers with impairments or disabilities.

Evidence requirements

- 2.1 The passenger is informed that the vehicle has arrived in a manner appropriate to their needs.
- 2.2 Spoken communication is made in a normal voice, at normal speed, facing the passenger.
- 2.3 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.
- 2.4 The passenger or caregiver is asked what, if any, assistance is required.
- 2.5 Communication is open and positive, enables the passenger to express their wishes, and ensures that the driver and passenger understand each other.
- 2.6 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 3

Assist passengers with impairments or disabilities.

Evidence requirements

- 3.1 Assistance is offered in a relaxed and helpful manner which encourages the passenger to express their wishes and instructions.
- 3.2 Assistance offered is consistent with the passenger's impairment or disability.
- 3.3 Assistance provided is consistent with the passenger's requests and organisational requirements.
- 3.4 Assistance provided includes the use of any equipment required by organisational procedures and available in the vehicle.
- 3.5 Assistance provided takes account of traffic conditions and vehicle type and is consistent with legal and organisational requirements.
- 3.6 Vehicle positioning, and any seat adjustments made are consistent with passenger requests and facilitate the passenger's ease of access to the vehicle.
- 3.7 Assistance provided allows the passenger to enter and exit the vehicle safely and is consistent with their impairment or disability.

- 3.8 Assistance provided with luggage and/or personal items is consistent with the passenger’s impairment or disability and their requests.
- 3.9 Passengers, when unaccompanied by a caregiver, are reassured where needed, and managed in a manner which is consistent with legal and organisational requirements.
- 3.10 Where passengers are being harassed by others, action is taken to stop the harassment in accordance with legal and organisational requirements.
- 3.11 Where required by arrangement or organisational procedure, checks are made to ensure that a responsible person will receive the passenger.
- 3.12 Disability assist dogs, where accompanying a passenger, are placed safely in the control of their owner.

Outcome 4

Transport passengers with impairments or disabilities.

Evidence requirements

- 4.1 The destination and, where applicable, preferred route for the passenger are established.
- 4.2 Driving techniques applied are consistent with the safety and comfort of passengers and meet legal requirements.
- 4.3 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.

- 4.4 The passenger is set down safely and in accordance with organisational requirements, where possible.

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	9 April 1996	31 May 2016
Review	2	25 May 1999	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.