Title	Describe how to protect personal safety as a passenger service vehicle driver		
Level	4	Credits	5

Purpose	People credited with this unit standard are able to: identify situations where there is a risk of an attack and/or robbery; describe measures to reduce the risk of an attack and/or robbery; describe strategies for maintaining passenger control; describe emergency response actions; and describe ethical behaviour in relation to passenger interactions to avoid allegations of misconduct.

Classification	Commercial Road Transport > Passenger Service

Available grade	Achieved

Explanatory notes

1   Definition
     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.
     Road rage refers to a sudden violent anger provoked in a road user by the actions of another road user.

2   The following references provide guidance for taxi and bus drivers:
     Keeping Safe – A Guide for Taxi Drivers, Wellington, New Zealand Taxi Federation Inc, 2009. Available from the New Zealand Taxi Federation.
     Safe Behaviour on Buses Programme, Wellington, Ministry of Education, 2004. Available from the Ministry of Education website at http://www.minedu.govt.nz.
     Guidelines for Improving Security and Safety in the New Zealand Bus Industry, Wellington, Bus and Coach Association New Zealand, 2014. Available from the Bus and Coach Association New Zealand on request.

3   Use of simulated scenarios would provide an alternative assessment method to written assessments for this unit standard.

Outcomes and evidence requirements

Outcome 1

Identify situations where there is a risk of an attack and/or robbery.

Evidence requirements

1.1   Characteristics of potentially dangerous passengers are identified.

     Range   three behavioural characteristics.

1.2   Characteristics of potentially dangerous locations are identified.

     Range   three characteristics.

Outcome 2

Describe measures to reduce the risk of an attack and/or robbery.

Evidence requirements

2.1   Observation measures that reduce the risk of attack and/or robbery are described in terms of how they reduce risk.

     Range   in-vehicle camera, and one other observation measure.

2.2   Measures that reduce the risk of attack and/or robbery while working at night are described in accordance with organisational requirements.

     Range   how measures reduce risk; two measures.

2.3   Cash handling measures used to reduce the risk and impact of a robbery are described in accordance with organisational requirements.

2.4   Circumstances when the driver should refuse fares are identified in accordance with organisational requirements.

2.5   Driver responses when confronted with road rage are described in accordance with organisational requirements.

Outcome 3

Describe strategies for maintaining passenger control.

Evidence requirements

3.1   Driver responsibilities for maintaining passenger control are described in accordance with organisational requirements.

     Range   may include – driver responsibilities to the passengers, other road users, vehicle owners.

3.2   Strategies for managing difficult passengers are described in accordance with organisational requirements.

     Range   passengers under the influence of drugs and/or alcohol, argumentative passengers, disruptive children.

3.3 Actions driver can take to restore order once strategies have failed are described in accordance with organisational requirements.

Outcome 4

Describe emergency response actions.

Evidence requirements

4.1 Actions to deal with attackers and/or robbers are described in accordance with organisational requirements.

4.2 Actions to raise the alarm and report the incident are described in accordance with organisational requirements.

Range may include – use of fitted alarm systems, driving to safe area, use of telephone or radio.

Outcome 5

Describe ethical behaviour in relation to passenger interactions to avoid allegations of misconduct.

Evidence requirements

5.1 Actions that may be misconstrued by passengers are described in terms of the potential consequences.

5.2 Appropriate communications with passengers are described in accordance with organisational requirements.

5.3 Maintenance of boundaries with passengers is described in accordance with organisational requirements.

Range includes but not limited to – touching, inappropriate language, tone of voice, taking of photographs or videos, giving or receiving gifts or favours.

5.4 Non-adherence to organisational requirements for transporting children is described in terms of potential consequences for the driver and the children.

Range includes but not limited to – dropping children in the wrong place, disciplining, failure to adhere to set route.

5.5 Actions to take should the driver become aware of any incident that may be misconstrued are described in accordance with organisational requirements.

Planned review date	31 December 2019

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	20 May 2011	31 December 2019
Review	5	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.