

<b>Title</b>	<b>Foster effective passenger relations</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to foster effective passenger relations.
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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 company requirements, school requirements and legislative requirements.
- 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;
  - Land Transport (Driver Licensing) Rule 1999;
  - Land Transport (Road User) Rule 2004;
  - Land Transport Rule: Operator Licensing 2007;
  - 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 Definitions
  - 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, site procedures, industry best practice and legislative requirements.
  - Safety cushion* refers to a safe operating space around a vehicle; this can be influenced by the driver, and includes applying the four and twelve second rules.
- 4 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.

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## Outcomes and performance criteria

### Outcome 1

Foster effective passenger relations.

#### Performance criteria

- 1.1 Personal appearance is conveyed in accordance with company requirements.  
Range dress code, personal hygiene and grooming, body language.
- 1.2 The frequency and standard of internal and external cleaning of the vehicle is in accordance with company requirements.
- 1.3 Vehicle signage is displayed in accordance with company requirements.
- 1.4 Vehicle positioning when picking up and setting down passengers is safe and convenient.
- 1.5 Passengers are greeted in a polite and friendly manner.
- 1.6 Assistance is provided with any passenger luggage, if required.
- 1.7 Checks are made to ensure that all passengers have boarded.
- 1.8 Communication techniques are applied to maximise passenger relations.  
Range may include – speaking clearly, active listening, adapting communication style to suit passenger behavioural style and/or mood, route negotiation.
- 1.9 Conflict management techniques are selected and applied for dealing with disruptive and unruly passengers.  
Range may include – accommodate, avoid, collaborate, compromise, dictate ignore;  
evidence is required of two conflict management scenarios or real life situations with passengers.
- 1.10 Personal behavioural style is adapted to deal with disruptive and unruly passengers.  
Range evidence is required of two conflict management scenarios or real life situations with passengers.
- 1.11 The comfort and wellbeing of passengers are monitored and maintained.  
Range may include – cabin temperature, radio or music volume.

- 1.12 Driving techniques applied are consistent with the safety and comfort of passengers.
- 1.13 Driving techniques applied allow the maintenance of a safety cushion and are consistent with the safety of other road users.
- 1.14 Identified lost property is reported and processed.

<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	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	31 December 2023
Review	6	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>.

#### 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.