

Title	Foster effective passenger relations		
Level	3	Credits	4

Purpose	People credited with this unit standard are able to foster effective passenger relations.
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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 full class of licence required for the vehicle being driven, and a current P endorsement.

Explanatory notes

- 1 Legislation relevant to this unit standard includes:
Land Transport Act 1998;
Land Transport (Driver Licensing) Rule 1999;
Land Transport (Road User) Rule 2004;
Land Transport Rule: Passenger Service Vehicles 1999.
- 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 Definitions
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.
Safety cushion means a safe operating space around a vehicle; this can be influenced by the driver, and includes applying the four and twelve second rules.

Outcomes and evidence requirements

Outcome 1

Foster effective passenger relations.

Evidence requirements

- 1.1 Personal appearance is in accordance with organisational 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 organisational requirements.
- 1.3 Vehicle signage is displayed in accordance with legal and organisational 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 in accordance with organisational requirements.
- 1.6 Prompt and efficient assistance is provided with any passenger luggage in accordance with organisational requirements.
- 1.7 Checks are made to ensure that all passengers have boarded in accordance with organisational requirements.
- 1.8 Communication techniques are applied to maximise harmonious relations with passengers.
 Range may include – speaking clearly, active listening, adapting communication style to suit passenger behavioural style and/or mood, route negotiation.
- 1.9 The comfort and wellbeing of passengers is monitored and maintained in accordance with organisational requirements.
 Range may include – cabin temperature, radio or music volume.
- 1.10 Driving techniques applied are consistent with the safety and comfort of passengers and meet legal requirements.
- 1.11 Driving techniques applied allow the maintenance of a safety cushion and are consistent with the safety of other road users.
- 1.12 Lost property is processed in accordance with organisational requirements.

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	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.