

<b>Title</b>	<b>Drive and maintain a taxi</b>		
<b>Level</b>	<b>4</b>	<b>Credits</b>	<b>8</b>

<b>Purpose</b>	People credited with this unit standard are able to: prepare for a taxi shift; drive a taxi; manage transactions; and carry out end of shift procedures.
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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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<b>Entry information</b>	
<b>Critical health and safety prerequisites</b>	Candidates must hold a minimum of the full class of licence required for the vehicle being driven, and a current P endorsement.
<b>Recommended skills and knowledge</b>	Unit 17676, <i>Carry out a pre-drive vehicle check on a light motor vehicle, and start and shut down the vehicle.</i>

### Explanatory notes

- 1 Legislation relevant to this unit standard includes:  
Dog Control Act 1996;  
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;  
Land Transport Rule: Passenger Service Vehicles 1999;  
Land Transport Rule: Work Time and Logbooks 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 Definitions

*Best advantage of the customer* means a route which is any or all of – shortest, quickest, most direct, most economical, experiencing least delay;  
*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.

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## Outcomes and evidence requirements

### Outcome 1

Prepare for a taxi shift.

#### Evidence requirements

- 1.1 The driver's logbook is filled in in accordance with legal requirements.
- 1.2 A walk-around inspection is conducted and any damage or faults revealed are repaired and/or reported for further action in accordance with organisational requirements.
- 1.3 Vehicle cleanliness is checked and confirmed as being in accordance with organisational requirements.
- 1.4 Vehicle signage is checked and confirmed as meeting legal and organisational requirements.
- 1.5 Financial transaction equipment and stationery are checked to ensure that they are accessible to the driver and meet organisational requirements.
- 1.6 Taxi meter is set and sealed according to taxi organisation's fare schedule as registered with the NZ Transport Agency.
- 1.7 Communications systems are confirmed as operational in accordance with organisational requirements.
- 1.8 In-vehicle camera, where fitted, is checked and confirmed as operational in accordance with legal and organisational requirements.
- 1.9 Action taken in response to any equipment malfunction is in accordance with organisational requirements.
- 1.10 Personal appearance is in accordance with organisational requirements.  
  
Range        dress code, personal hygiene and grooming, driver identification.

### Outcome 2

Drive a taxi.

**Evidence requirements**

- 2.1 Fare searching techniques used meet legal and organisational requirements.
- 2.2 Where necessary, time for loading and unloading mobility aids is allowed for in trip planning.
- 2.3 Taxi position at uplift and set down is consistent with legal and organisational requirements, and meets passenger safety and convenience requirements.
- 2.4 Passengers are greeted in a friendly manner in accordance with organisational requirements.
- 2.5 Driver establishes rapport with passengers and takes account of any cultural or language differences and/or impairments or disabilities when communicating with them.
- 2.6 Passengers are assisted with luggage and/or goods in accordance with organisational requirements.
- 2.7 Disability assist dogs, where accompanying a passenger, are placed safely with their owner.
- 2.8 The number of passengers does not exceed the number shown on the vehicle's loading certificate.
- 2.9 Driving techniques applied are consistent with the safety, service, and comfort of passengers, and are courteous to other road users.
- 2.10 Route driven between pick up point and destination is to the best advantage of customer.
- Range may include – route determined using road maps, GPS.
- 2.11 Children, when unaccompanied by an adult, are reassured, observed for indications of harassment by others, and controlled in a manner which is consistent with organisational requirements.
- 2.12 Driver response to any difficult passengers follows legal and organisational requirements.
- Range difficult passengers may include – argumentative, falling asleep in vehicle, fighting, under influence of drugs and/or alcohol.
- 2.13 Actions taken by driver in the event of a vehicle crash or breakdown are consistent with legal and organisational requirements.
- 2.14 Work and rest time meet legal requirements.

**Outcome 3**

Manage transactions.

**Evidence requirements**

- 3.1 Taxi meter is operated in accordance with legal and organisational requirements.
- 3.2 Fares are collected and receipts issued in accordance with legal and organisational requirements.
- Range may include – receiving cash and dispensing change.
- 3.3 Electronic transactions are handled in accordance with organisational requirements.
- 3.4 Special fare schemes are administered in accordance with organisational requirements.
- 3.5 Driver ensures that fares can be accounted for at any stage throughout the shift in accordance with organisational requirements.

**Outcome 4**

Carry out end of shift procedures.

**Evidence requirements**

- 4.1 Vehicle is shut down, checked, cleaned, and secured in accordance with organisational requirements.
- 4.2 Cash and completed documentation is handed in in accordance with organisational requirements.
- 4.3 Communication systems are logged off and shut down in accordance with organisational requirements.
- 4.4 Driver's logbook is completed in accordance with legal requirements.
- 4.5 Any vehicle performance faults, defects or damage arising during the shift are reported and/or rectified in accordance with organisational requirements.
- 4.6 Where necessary, incident and/or accident forms are completed in accordance with organisational requirements.

<b>Planned review date</b>	31 May 2016
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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	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0092
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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 (CMRs). 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](mailto:info@mito.org.nz) if you wish to suggest changes to the content of this unit standard.