

Title	Despatch vehicles for a consignment transport service		
Level	4	Credits	6

Purpose	<p>This unit standard is intended for people despatching vehicles to meet a range of assignments in the road transport industry, excluding the taxi industry.</p> <p>People credited with this unit standard are able to: receive and process road transport consignment requests; despatch vehicles and drivers; and describe procedures for dealing with emergencies and unforeseen circumstances that may arise while a consignment is in transit.</p>
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Classification	Commercial Road Transport > Road Transport Operations
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Available grade	Achieved
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Guidance information

- 1 Legislation, regulations, references and/or industry standards relevant to this unit standard include but are not limited to the:

- Contract and Commercial Law Act 2017;
- Land Transport Act 1998;
- Land Transport (Driver Licensing) Rule 1999;
- Land Transport Rule: Dangerous Goods 2005;
- Land Transport Rule: Heavy Vehicles 2004;
- Land Transport (Road User) Rule 2004.

Any new, amended or replacement Acts, regulations, Rules, standards, codes of practice, or authority requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.

- 2 Definitions

An *emergency* refers to one of – a moving vehicle crashing into another object, a moving vehicle breaking down due to failure of some part of the vehicle, the load of a moving vehicle landing in the road corridor, a rollover, or an unforeseen health problem for a driver or a passenger requiring an unscheduled stop.

Load refers to goods, livestock, or passengers.

Workplace procedures refers to organisation policies and procedures that are documented in memo, electronic, or manual format and available in the workplace. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, manufacturer's requirements, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor's instructions, and procedures to comply with legislative and local body requirements relevant to the commercial road transport sector.

3 Range

A minimum of five consignments of different types or situations is required.

4 Assessment information

This unit standard may be assessed in a simulated situation.

Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable service information, workplace procedures and legislative requirements.

Outcomes and performance criteria

Outcome 1

Receive and process road transport consignment requests.

Performance criteria

- 1.1 Location, route, and timing of pick-up and delivery are determined in accordance with client requirements.
- 1.2 Vehicle requirements are checked to match the nature of the intended load in terms of its weight, height, and length.
- 1.3 Options for insurance are identified and, where necessary, confirmed with the customer.
- Range may include – at owner's risk, at limited carrier's risk, at declared value risk, on declared terms.
- 1.4 Documentation of consignments received is completed.
- Range may include – overdimension, overweight, dangerous goods, safe handling of fragile product, import/export containers, government agency requirements, perishable products, emergency procedure guides, load plans, insurance.

Outcome 2

Despatch vehicles and drivers.

Performance criteria

2.1 Vehicles and drivers are selected and matched to consignments.

Range ensuring selected vehicles and drivers are fit for purpose, driver experience and competence.

2.2 Assignment details are communicated to drivers in a clear, accurate, and consistent manner with the requirements of the consignments.

2.3 Methods of communication that comply with legal requirements are used.

Range may include – telephone, face to face, electronic, radio telephone.

2.4 The despatch and delivery documentation is completed and is consistent with details of consignment received.

Range may include – overdimension, overweight, dangerous goods, safe handling of fragile product, import/export containers, government agency requirements, perishable products, emergency procedure guides, load plans, insurance.

2.5 Clients are notified of any delays in delivery including the negotiation of alternative arrangements.

Outcome 3

Describe procedures for dealing with emergencies and unforeseen circumstances that may arise while a consignment is in transit.

Performance criteria

3.1 Key components of emergency responses for an in-transit emergency are described.

Range may include – dangerous goods, livestock, perishable products, waste products.

3.2 Actions to be taken if a driver is unconscious, sick, or deceased are described.

3.3 Workplace procedures for handling delays in delivery or in completion of journey are described.

3.4 Workplace procedures for dealing with lost, incomplete, or damaged consignments are described.

3.5 Workplace procedures for responding to media enquiries regarding in-transit emergencies are described.

Planned review date	31 December 2029
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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 December 2017
Review	2	25 May 1999	31 December 2017
Revision	3	13 March 2001	31 December 2017
Review	4	27 July 2005	31 December 2017
Review	5	16 April 2015	31 December 2022
Review	6	29 April 2021	31 December 2027
Review	7	25 July 2024	N/A

Consent and Moderation Requirements (CMR) reference	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 if you wish to suggest changes to the content of this unit standard.