

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 Legal requirements relevant to this unit standard include:
 - 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;
 - Contract and Commercial Law Act 2017.
- 2 Any new, amended or replacement Acts, regulations, Rules, standards, codes of practice, or Waka Kotahi NZ Transport Agency requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.
- 3 Definitions

An *emergency* in this context is 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.

Organisational requirements include any legal requirements, standards, codes of practice, organisational and/or site requirements, industry best practices, and manufacturers' instructions. These must be available to candidates, providers, and assessors.
- 4 This unit standard may be assessed in a simulated situation.

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

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 in accordance with legal and organisational requirements.
- 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 in accordance with legal and organisational requirements.
- Range ensuring selected vehicles and drivers are fit for purpose.
- 2.2 Assignment details are communicated to drivers in a clear, accurate, and consistent manner with the requirements of the consignments and organisational requirements.
- 2.3 Methods of communication that comply with legal and organisational requirements are used.
- Range may include – telephone, face to face, electronic, radio telephone.

2.4 The despatch and delivery documentation is completed in accordance with legal and organisational requirements 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 in accordance with organisational requirements.

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 Organisational requirements for handling delays in delivery or in completion of journey are described.

3.4 Organisational requirements for dealing with lost, incomplete, or damaged consignments are described.

3.5 Organisational requirements for responding to media enquiries regarding in-transit emergencies are described.

Planned review date	31 December 2025
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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	N/A

Consent and Moderation Requirements (CMR) reference

0014

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact MITO New Zealand Incorporated info@mito.org.nz if you wish to suggest changes to the content of this unit standard.