

Title	Demonstrate knowledge of features of effective road transport companies		
Level	4	Credits	6

Purpose	People credited with this unit standard are able to describe: factors contributing to the effectiveness of road transport companies; the contribution of organisational vision, goals, and structure to the effectiveness of road transport companies; and the contribution of safety and a safety culture to the effective operation of road transport companies.
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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;
Health and Safety at Work Act 2015.
- 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
Effective means producing desired results in terms of company goals and objectives, and encompasses safety, management, profitability, and service delivery considerations.
Organisational requirements include any legal requirements, standards, codes of practice, organisational and/or site requirements, industry best practice and manufacturers' instructions. These must be available to candidates, providers, and assessors.

Outcomes and performance criteria

Outcome 1

Describe factors contributing to the effectiveness of road transport companies.

Performance criteria

- 1.1 The contribution of customer service to the effectiveness of road transport companies is described.
- Range responsiveness to requests, customer relations, communications, responsiveness to complaints, personal manner.
- 1.2 The contribution of service delivery to the effectiveness of road transport companies is described.
- Range quality of service, adherence to timetables, correct documentation, adherence to agreed terms and conditions.
- 1.3 The contribution of driver performance and cost control on the effectiveness of road transport companies is described.
- Range includes but is not limited to – maximisation of vehicle and fleet capacity, compliance costs, training, servicing and maintenance.
- 1.4 The contribution of the people, policies, and procedures within a company to the effectiveness of road transport companies is described.
- Range staff attitude and organisational culture, operational management, financial management, sales, marketing.

Outcome 2

Describe the contribution of organisational vision, goals, and structure to the effectiveness of road transport companies.

Performance criteria

- 2.1 The purpose of vision statements and long-term goals in terms of their contribution to company operations is described.
- 2.2 The contribution of an organisational structure to the effectiveness of road transport company operations is described.
- 2.3 The inter-relationships between different parts of the organisational structure and the inter-dependencies between jobs is described.

Outcome 3

Describe the contribution of safety and a safety culture to the effective operation of road transport companies.

Performance criteria

3.1 The features of a safety culture in road transport companies are described.

Range risk management, incident and crash prevention, individual accountability, industry best practice, adherence to provisions of the Health and Safety at Work Act 2015.

3.2 The impact of scheduling on driving behaviour in terms of safety, and compliance with legislation for driving hours and speed is described.

3.3 The impact of stress, fatigue, and health on staff performance and safety is described.

3.4 Techniques used by road transport companies to maintain safety while managing customer demands and pressures which compete with the obligation to comply with legal and organisational requirements 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	30 April 2001	31 December 2022
Review	2	27 July 2005	31 December 2022
Review	3	22 October 2010	31 December 2022
Review	4	29 April 2021	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 MITO New Zealand Incorporated info@mito.org.nz if you wish to suggest changes to the content of this unit standard.