

Title	Use computer-aided despatch systems to despatch taxis and support a taxi organisation's operations		
Level	3	Credits	3

Purpose	People credited with this unit standard will be able to: operate a computer-aided despatch system to despatch taxis; and use a computer-aided despatch system to support a taxi organisation's operations.
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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 to be complied with includes:
Health and Safety at Work Act 2015;
Land Transport Act 1998;
Privacy Act 1993.
- 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 Definition
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 It is recognised that computer-aided despatch systems are normally custom built to meet individual company requirements. This unit standard is designed to assess candidates' skill in the use of computer-aided systems to achieve tasks, not to assess their actual computer skills, and may be assessed in a real or simulated situation.

Outcomes and performance criteria

Outcome 1

Operate a computer-aided despatch system to despatch taxis.

Performance criteria

- 1.1 Data is entered into a computer-aided despatch system in accordance with organisational requirements.
- Range availability and location of taxis, customer requirements.
- 1.2 Job details are given to taxi operator on the road consistent with the customer requirements, any customer enquiries, and is accurate.
- 1.3 Computer-aided despatch system is used for vehicle tasking to meet customer, legal, and organisational requirements.
- Range may include – vehicle selection including any special attributes, route selection, passenger special needs.
- 1.4 On-board electronic information is transferred from despatch computer to vehicles in accordance with organisational requirements.

Outcome 2

Use a computer-aided despatch system to support a taxi organisation's operations.

Performance criteria

- 2.1 Action is taken in response to information received from taxi operators through the computer-aided despatch system and complies with organisational requirements.
- Range information enquiry, processing complaints, travel emergency, life-threatening emergency.
- 2.2 Accurate statistical reports are produced using the computer-aided despatch system in accordance with organisational requirements.

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	23 January 2002	31 December 2022
Review	2	27 July 2005	31 December 2022
Review	3	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.