

<b>Title</b>	<b>Deliver commentaries to passengers in a vehicle</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to: plan commentaries for passengers; deliver commentaries to passengers; and review the commentaries.
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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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### Guidance Information

- 1 Definition  
*Presentation* refers to factors that determine how the commentary is delivered. Examples are: personal manner; personal appearance; use of language, repetition, timing, pace, anecdotes, humour, notes, and graphics; use of a PA system.
- 2 Commentaries must be at least 15 minutes cumulative duration.
- 3 Competency for this unit standard may be demonstrated on-job or in a simulated situation that closely reflects on-job requirements.

### Outcomes and performance criteria

#### Outcome 1

Plan commentaries for passengers.

#### Performance criteria

- 1.1 The plan for each commentary has a clear and logical structure.
 

Range	structure may include but is not limited to – introduction, body, conclusion.
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- 1.2 Planned content is consistent with the itinerary, is up-to-date, and takes into account the anticipated characteristics and needs of the passengers.
 

Range	content may include but is not limited to – social, geographical, historical, heritage, cultural information.
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- 1.3 Planned presentation methods anticipate passenger characteristics and needs, vehicle environment, timing, and itinerary.

- 1.4 Planned presentation methods enable the audience to appreciate and understand the content.
- 1.5 Where available, the plan addresses previous feedback on commentary content and delivery.
- 1.6 Plan allows for response to any passenger requests for information.
- Range includes but is not limited to – organisation of reference material; handling questions for which answers are not immediately available.

## Outcome 2

Deliver commentaries to passengers.

### Performance criteria

- 2.1 Each commentary is delivered in accordance with the plan.
- Range structure, content, presentation methods, responses to passenger needs.

## Outcome 3

Review the commentaries.

### Performance criteria

- 3.1 Review identifies elements to maintain and/or modify for future commentaries.
- Range may include – passenger feedback, self-review, peer review, company feedback.

**This unit standard is expiring. Assessment against the standard must take place by the last date for assessment set out below.**

### Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 May 2002	31 December 2023
Review	2	25 September 2006	31 December 2023
Review	3	20 May 2011	31 December 2023
Review	4	16 April 2015	31 December 2023
Review	5	27 May 2021	31 December 2023

### Consent and Moderation Requirements (CMR) reference

0092

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