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**ROAD TRANSPORT MANAGEMENT**  
**Demonstrate knowledge of self-**  
**development as a road transport**  
**manager**

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<b>level:</b>	<b>4</b>
<b>credit:</b>	<b>6</b>
<b>planned review date:</b>	July 2009
<b>sub-field:</b>	Commercial Road Transport
<b>purpose:</b>	<p>This unit standard is for people who are managing or supervising staff in a road transport operation, including despatchers.</p> <p>People credited with this unit standard are able to manage personal well-being as a road transport manager and demonstrate knowledge of personal skills required by managers in the road transport industry.</p>
<b>entry information:</b>	Open.
<b>accreditation option:</b>	Evaluation of documentation and visit by NZQA and industry.
<b>moderation option:</b>	A centrally established and directed national moderation system has been set up by the NZ Motor Industry Training Organisation (Incorporated).
<b>special notes:</b>	<ol style="list-style-type: none"><li>1 Legal requirements to be complied with include: Land Transport Act 1998; Employment Relations Act 2000; Health and Safety in Employment Act 1992.</li><li>2 Any new, amended or replacement Acts, regulations, Rules, standards, codes of practice, or Land Transport New Zealand requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.</li></ol>

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- 3 Definitions  
The *journalistic six* refers to the six types of question: how, what, where, when, why, who.  
*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.  
A *road transport operation* may form part of a road transport organisation or it may constitute a complete road transport organisation.
  
- 4 Reference material, available from sellers of business and management books, includes:  
Edward de Bono, *Six Action Shoes*, various publishers;  
Edward de Bono, *Six Thinking Hats*, various publishers;  
Steven Brown, *13 Fatal Errors Managers Make and How You Can Avoid Them*, first published by Berkley 1985;  
Details of thinking techniques are available on website <http://www.mindtools.com>.
  
- 5 The time management plan in performance criterion 1.3 may be electronic or paper-based.

## **Elements and Performance Criteria**

### **element 1**

Manage personal well-being as a road transport manager.

### **performance criteria**

- 1.1 The management of personal well-being as a road transport manager is described in terms of self-responsibility for the quality of life and leading by example.

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- 1.2 The balance between work and non-work life is reviewed in terms of hours worked at work, work taken home, commuter travel time, family time, recreational time, and physical exercise.
- 1.3 Current use of work time is analysed and a time management plan is developed and implemented in accordance with organisational requirements.
- 1.4 Personal and workplace stresses are identified and evaluated in terms of positive and negative effects.
- Range: workplace stresses include but are not limited to – working with drivers, social relationships with drivers, managing staff stress.
- 1.5 A stress management plan which includes strategies to reduce the negative effects of personal and workplace stresses is developed and implemented.
- 1.6 Personal health and fitness is reviewed and strategies to improve them are developed and implemented.
- 1.7 Effectiveness of strategies to manage personal well-being are reviewed regularly and changes to strategies made as required.

**element 2**

Demonstrate knowledge of personal skills required by managers in the road transport industry.

**performance criteria**

- 2.1 Personal skills required of a road transport manager are examined for their application in own organisation.
- Range: thinking big picture, being pro-active, applying win-win principles, seeking first to understand then to be understood, working co-operatively, managing workplace conflict, showing initiative, expressing views confidently.

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2.2 Thinking techniques are demonstrated in terms of their application in a road transport operation.

Range: three of – brainstorming, six action shoes, six thinking hats, the journalistic six, mind mapping, root cause analysis.

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**Comments on this unit standard**

Please contact the NZ Motor Industry Training Organisation (Incorporated) [info@mito.org.nz](mailto:info@mito.org.nz) if you wish to suggest changes to the content of this unit standard.

**Please Note**

Providers must be accredited by the Qualifications Authority or a delegated inter-institutional body before they can register credits from assessment against unit standards or deliver courses of study leading to that assessment.

Industry Training Organisations must be accredited by the Qualifications Authority before they can register credits from assessment against unit standards.

Accredited providers and Industry Training Organisations assessing against unit standards must engage with the moderation system that applies to those standards.

Accreditation requirements and an outline of the moderation system that applies to this standard are outlined in the Accreditation and Moderation Action Plan (AMAP). The AMAP also includes useful information about special requirements for providers wishing to develop education and training programmes, such as minimum qualifications for tutors and assessors, and special resource requirements.

This unit standard is covered by AMAP 0092 which can be accessed at <http://www.nzqa.govt.nz/site/framework/search.html>.