

Title	Demonstrate and apply knowledge of staff development in a road transport operation		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to: demonstrate knowledge of human behaviour; explain staff development in a road transport operation; examine the issues facing a driver being promoted to a despatcher; and prepare a transition plan for a staff member moving from being a driver to a despatcher.
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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, regulations, references and/or industry standards relevant to this unit standard include but are not limited to the:

- Employment Relations Act 2000;
- Health and Safety at Work Act 2015;
- Land Transport Act 1998.

Any new, amended or replacement Acts, regulations, Rules, standards, codes of practice, or authority requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.

- 2 Definitions

A *road transport operation* may form part of an organisation or it may constitute the whole organisation.

Workplace procedures refers to organisation policies and procedures that are documented in memo, electronic, or manual format and available in the workplace. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, manufacturer's requirements, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor's instructions, and procedures to comply with legislative and local body requirements relevant to the commercial road transport sector.

- 3 Assessment information

Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable service information, workplace procedures and legislative requirements.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of human behaviour.

Performance criteria

- 1.1 The impact of previous experiences, values, culture, religion, and education on a person's attitude and approach to work are described.
- Range experiences include – family and upbringing, sensitivities, work, life.
- 1.2 The ways of recognising undeclared needs of staff members and potential problems within the workplace are described.
- 1.3 The way in which people respond to the way they are being treated is described.
- Range fairly, unfairly, negatively, with respect, lacking positive direction, in anger, being encouraged, being discouraged.
- 1.4 Methods of handling people under stress are described.
- Range negative stressors include – feeling overworked, in an emotional state, interpersonal conflict;
positive stressors include but are not limited to – competitive sports, planning for holidays, receiving a promotion, preparing to meet a deadline.
- 1.5 The particular stresses faced by drivers are described.
- Range hours worked, isolation, physical working conditions, management of personal well-being.

Outcome 2

Explain staff development in a road transport operation.

Performance criteria

- 2.1 The benefits of staff development policies and programmes are explained.
- Range drivers, despatchers, administration staff, managers.
- 2.2 The staff development plan for two staff with different responsibilities are explained.
- 2.3 The objectives and features of succession planning are explained.

Outcome 3

Examine the issues facing a driver being promoted to a despatcher.

Performance criteria

- 3.1 The areas of focus for a despatcher and driver are examined for similarities and differences in terms of seniority, understanding of costs, responsibilities, and accountabilities.

Range responsibilities include – customer relationships, staff relationships, employer liabilities under road transport legislation.

- 3.2 The barriers facing a driver becoming a despatcher are explained in terms of personal experiences and organisational culture.

Range attitudes of and relationships with drivers, attitudes of and relationships with senior managers, confidence and self-awareness, communication styles and skills, familiarity of tasks, decision-making skills.

- 3.3 The role of training, mentoring and seeking assistance in helping a driver make the transition to becoming a despatcher is explained.

Outcome 4

Prepare a transition plan for a staff member moving from being a driver to a despatcher.

Performance criteria

- 4.1 A transition plan for a driver to become a despatcher is prepared addressing barriers previously identified, the different roles of driver and despatcher, and accepting responsibility and accountability.

Planned review date	31 December 2029
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	27 July 2005	31 December 2017
Review	2	16 April 2015	31 December 2022
Review	3	29 April 2021	N/A
Review	4	25 July 2024	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 Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council qualifications@hangaarorau.nz if you wish to suggest changes to the content of this unit standard.