

Title	Demonstrate teamwork in a road transport operation		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to: describe teamwork in a road transport operation; participate in a team to achieve agreed outcomes for a road transport operation; and lead a team to achieve agreed outcomes for a road transport operation.
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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;
Employment Relations Act 2000;
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
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 an organisation or it may constitute the whole organisation.
- 4 One of outcome 2 or outcome 3 must be assessed in a workplace situation. The other may be assessed as a simulated team building exercise.

Outcomes and performance criteria

Outcome 1

Describe teamwork in a road transport operation.

Performance criteria

- 1.1 The benefits of teamwork are described in terms of operational outcomes, financial outcomes, customer satisfaction, and staff attitude.
- 1.2 The attributes of a team leader and the differences between leading a team and participating in a team in a road transport operation are described.
- 1.3 The teams and their relationships within the road transport operation and own position in the team(s) are described.
- Range may include – when whole operation works as a team, double shifting of vehicles, relationships between loaders and drivers, relationships between despatchers and drivers.
- 1.4 The potential barriers to effective teamwork in a road transport operation are described.

Outcome 2

Participate in a team to achieve agreed outcomes for a road transport operation.

Performance criteria

- 2.1 Contributions to team activities are constructive, relevant, fit with team dynamics, and show respect for other team members.
- 2.2 Actions help team achieve allocated tasks and reinforce team goals.
- 2.3 Own participation does not dominate group in team meetings or in team activities.
- 2.4 Participation in team is externally and self-evaluated and ways of improving own performance within a team are identified in accordance with organisational requirements.
- 2.5 Team achievements meet agreed outcomes and contribute to the objectives of the road transport operation.

Outcome 3

Lead a team to achieve agreed outcomes for a road transport operation.

Performance criteria

- 3.1 Team leader's expectations of team members are negotiated and agreed with individual team members at commencement of project or activity and are consistent with its goals.
- 3.2 Individual team members are encouraged to actively participate and to extend skills and build on individual strengths.

- 3.3 Leadership style is externally and self-evaluated for contribution to achievement of team and areas for improving leadership skills are identified and negotiated in accordance with organisational requirements.
- 3.4 Agreed outcomes are achieved and contribution to the objectives of the road transport operation are demonstrated by the team.

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	27 July 2005	31 December 2017
Review	2	22 October 2010	31 December 2017
Review	3	16 April 2015	31 December 2022
Review	4	29 April 2021	31 December 2027
Review	5	25 July 2024	31 December 2027

Consent and Moderation Requirements (CMR) reference

0014

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