

Title	Use PA system to make announcements in a rail passenger environment		
Level	2	Credits	3

Purpose	<p>This unit standard is intended for people working in positions which involve making PA announcements in a rail passenger environment.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of the location of a PA system and its technical operation; and make announcements using a PA system in a rail passenger environment.</p>
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Classification	Rail Transport > Rail Core Skills
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Available grade	Achieved
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Guidance Information

- 1 Assessment against this unit standard must be carried out within the context of an organisation operating under a current, valid Rail Licence issued in accordance with the provisions of the Railways Act 2005. The organisation's operating rules, codes, and instructions, referred to in this unit standard, are those the organisation has in place to meet the requirements of the Rail Licence.
- 2 Legislation relevant to this unit standard includes:
Health and Safety at Work Act 2015.
Railways Act 2005 and subsequent amendments.
- 3 Definitions
Organisational procedures refer to documents that include: operating rules, codes, instructions, and practices; equipment operating instructions; documented quality management systems; and health and safety requirements.
PA refers to a public address system.
Pace refers to the speed of which things are said, or the pause between words.
Pitch refers to how high or low the voice is.
Presence refers to sounding near or far.
- 4 Assessment information
All activities and evidence must be in accordance with organisational procedures.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the location of a PA system and its technical operation in a rail passenger environment.

Performance criteria

1.1 Location of the PA system is identified.

Range may include but is not limited to – onboard, platform, station.

1.2 Technical operation of the PA system is demonstrated.

Range may include but is not limited to – pick up, turn on, position in hand, distance from mouth, angle towards mouth, turn off, return to position.

Outcome 2

Make announcements using a PA system in a rail passenger environment.

Range rail passenger environment may include but is not limited to – onboard, platform, station, trackside.

Performance criteria

2.1 Announcements are made which are relevant to the situation.

Range situations may include but are not limited to – arrival, departure, delay, bus replacements, unplanned disruption, mechanical problem, points/signals failure, emergency, evacuation; evidence is required of an announcement in four different situations.

2.2 Pitch, presence, and pace of voice are used to support clear announcements for the intended audience.

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	20 May 2011	31 December 2022
Review	2	29 April 2021	N/A

Consent and Moderation Requirements (CMR) reference	0013
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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 Competenz qualifications@competenz.org.nz if you wish to suggest changes to the content of this unit standard.