

Title	Drive a coach		
Level	3	Credits	8

Purpose	People credited with this unit standard are able to: prepare to drive a coach; drive a coach on a specified route; manoeuvre a coach in reverse; manage passengers; carry out end of shift procedures; and describe incident management actions.
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Classification	Commercial Road Transport > Passenger Service
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Available grade	Achieved
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Prerequisites	Candidates must hold a minimum of the full class of licence required for the vehicle being driven, and a current P endorsement.
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Guidance Information

- 1 Legislation relevant to this unit standard includes:
Land Transport Act 1998;
Land Transport (Driver Licensing) Rule 1999;
Land Transport (Road User) Rule 2004;
Land Transport Rule: Passenger Service Vehicles 1999;
Land Transport Rule: Work Time and Logbooks 2007.
- 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**
Impairments or disabilities may be physical, sensory, neurological, psychiatric, or intellectual.
Organisational requirements include any legal requirements, standards, codes of practice, company and/or site procedures, industry best practice, and manufacturers' instructions. These must be available to candidates, providers, and assessors.
Roadside inspection guidelines means the *Roadside inspection guidelines for heavy vehicles*, available from: <http://www.nzta.govt.nz/resources/roadside-inspection-guide-heavy-vehicles/docs/roadside-inspection-guidelines-heavy-vehicles.pdf>.
Safety cushion means a safe operating space around a vehicle; this can be influenced by the driver, and includes applying the four and twelve second rules.
- 4 Evidence for all of the outcomes does not need to be collected in one assessment event. Anything that is not able to be collected in a scheduled assessment (due to

particular circumstances not arising at the time), can be documented and collected by the learner as those events occur over time and assessed once the evidence for all outcomes and evidence requirements is available. Evidence for this unit standard should come from naturally occurring events where possible, but simulated assessment events can be used where evidence for particular evidence requirements is proving difficult to source during the assessment period (e.g. managing passenger behaviours or assisting passengers with impairments or disabilities), simulated assessment events can be used.

- 5 Recommended skills and knowledge for entry: Unit 15158, *Carry out pre-drive vehicle checks on a heavy motor vehicle, start it up, and shut it down*; and Unit 1748, *Transport passengers with impairments or disabilities*.

Outcomes and performance criteria

Outcome 1

Prepare to drive a coach.

Performance criteria

- 1.1 A walk-around inspection is conducted in accordance with the roadside inspection guidelines and organisational requirements. Any damage or faults revealed are repaired and/or reported for further action.
- Range walk-up checks, engine checks, cabin checks, outside checks, function checks.
- 1.2 Vehicle signage is checked to ensure it is displayed in accordance with legal and organisational requirements.
- 1.3 Route schedules and other journey planning documentation are checked as correct and secured in a readily available location in the driver's cab.
- 1.4 Passenger manifests are accessed and checked in accordance with organisational requirements.
- 1.5 Traffic and weather information is checked and any route changes made in accordance with organisational requirements.
- 1.6 Vehicle interior and exterior is checked for cleanliness in accordance with organisational requirements.
- 1.7 Consumables are stocked in accordance with organisational requirements.
- 1.8 Entertainment and communication systems are checked and confirmed as being in working order and in accordance with legal and organisational requirements.
- 1.9 Personal appearance is in accordance with organisational requirements.
- Range dress code, personal hygiene and grooming, driver identification.

Outcome 2

Drive a coach on a specified route.

Range must be a continuous drive of at least 40 minutes.

Performance criteria

- 2.1 The route driven is consistent with the route specified by the organisation.
- 2.2 The route is driven in accordance with the organisation's timetable.
- 2.3 Passengers are uplifted from pick-up points and taken to planned route stops and destinations.
- 2.4 Bus position at uplift and set down is consistent with legal and organisational requirements and passenger safety.
- 2.5 Doors are opened and closed in accordance with organisational requirements.
- 2.6 The number of passengers admitted does not exceed the maximum noted on the Certificate of Loading.
- 2.7 Driving techniques applied are consistent with the safety and comfort of passengers and meet legal requirements.
- 2.8 Driving techniques applied allow the maintenance of a safety cushion and are consistent with the safety of other road users.
- 2.9 The vehicle is stopped safely, without injury to people or damage to vehicle, equipment, or property.

Outcome 3

Manoeuvre a coach in reverse.

Range straight line, 90 degree left turn.

Performance criteria

- 3.1 Intended vehicle path is confirmed as free of hazards.
- 3.2 Reverse gear is selected and the drive taken up smoothly.
- 3.3 The vehicle is manoeuvred into a predetermined position.

Range includes but is not limited to – use of warning devices and mirrors, safe operating speed, reversing cameras (if fitted).
- 3.4 Engine revolutions are kept within a range that meets organisational requirements.

Outcome 4

Manage passengers.

Performance criteria

- 4.1 Passenger luggage and goods are handled and stowed in accordance with organisational requirements.
- 4.2 Passenger information needs are satisfied in accordance with organisational requirements.
- 4.3 Any actions taken to manage difficult passengers are in accordance with legal and organisational requirements.
- Range may include – dealing with disruptive behaviour, violent behaviour, refusal to remain seated.
- 4.4 Assistance is offered to people with impairments or disabilities in accordance with organisational requirements.
- Range may include – picking up, securing, and dropping off a passenger in a wheelchair.

Outcome 5

Carry out end of shift procedures.

Performance criteria

- 5.1 Coach is cleared of all passengers and possessions at the conclusion of the route and where applicable, at overnight stops in accordance with organisational requirements.
- 5.2 Procedures for shutting down, checking, cleaning, and securing of the vehicle are carried out in accordance with organisational requirements.
- 5.3 Procedures for handing in cash, where applicable, and completion of documentation are carried out in accordance with organisational requirements.
- 5.4 Procedures for completing driver's logbook are carried out in accordance with organisational and legal requirements.

Outcome 6

Describe incident management actions.

Performance criteria

- 6.1 Actions to be taken in the event of an unavoidable detour are described in accordance with legal and organisational requirements.

- 6.2 Actions to be taken in the event of a crash are described in accordance with legal and organisational requirements.
- 6.3 Actions to be taken in the event of breakdown are described in accordance with legal and organisational requirements.
- 6.4 Actions to be taken in the event of a passenger related incident are described in accordance with legal and organisational requirements.

Range includes but is not limited to – illness, injury, loss of property.

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	20 May 2011	31 December 2023
Review	2	16 April 2015	31 December 2023
Review	3	27 May 2021	31 December 2023

Consent and Moderation Requirements (CMR) reference	0092
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.