

Title	Assist passengers with specific needs in a passenger rail service environment		
Level	3	Credits	5

Purpose	People credited with this unit standard are able to: demonstrate knowledge of rail passengers with specific needs, and the management of those needs; communicate information to rail passengers with specific needs; assist passengers with specific needs when boarding a passenger rail vehicle; provide en-route assistance to passengers with specific needs; assist passengers with specific needs when alighting from a passenger rail vehicle; and respond to and report feedback from passengers with specific needs.
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Classification	Rail Transport > Rail Operations
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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
Monitored, in the context of this unit standard, may include in person visual monitoring, as well as monitoring through the use of monitoring systems, such as CCTV.
Operator protocols refer to the accepted principles and/or guidelines, commensurate with the operator service provision, for dealing with passengers with specific needs or situations.
Passenger rail vehicle refers to principally to diesel multiple units, and electric multiple units, but may also include carriage train combinations that have the features and functionality of a multiple unit.
- 4 Range
Passengers with specific needs may include but are not limited to – unaccompanied minors, passengers who have English as a second language, and passengers with impairments to mobility, sight, hearing, intellect.

- 5 Assessment information
- a All activities and evidence must be in accordance with operator protocols.
 - b Literacy and numeracy requirements of this unit standard require candidates to read and interpret rail operator rules and procedures, communicate with passengers, interpret and comply with rail signage and warnings.
 - c This unit standard may be assessed in the workplace using naturally occurring evidence or in a simulated rail passenger environment that demands performance equivalent to that required in the workplace.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of rail passengers with specific needs, and the management of those needs.

Performance criteria

- 1.1 Passengers with specific needs are identified and described.
- 1.2 Strategies for managing passengers with specific needs are described.
 - Range may include but are not limited to – tone of voice, extent of assistance offered, passenger safety, permissible physical contact, waiting to be asked.

Outcome 2

Communicate information to rail passengers with specific needs.

Performance criteria

- 2.1 Communication is carried out in a way that is appropriate to the passenger's needs and situation.
- 2.2 Information is provided to meet passenger's needs.
- 2.3 Feedback is sought and used to ensure information is understood by the passengers.

Outcome 3

Assist passengers with specific needs when boarding a passenger rail vehicle.

Performance criteria

- 3.1 Boarding passengers are monitored, and those who may require assistance are identified.

- 3.2 Physical assistance is provided to meet the passenger's needs and situation.
- Range includes assistance to the passenger and their personal effects.
- 3.3 Help to assist passengers with specific needs is obtained, when required.
- Range may include but is not limited to help from – other rail operator staff;
other passengers for – physical assistance, interpersonal communications.
- 3.4 All-clear signal is delayed until mobility impaired passengers are seated and their equipment secured.
- 3.5 Passengers with specific seating requests are treated with respect and their requirements are met in accordance with available seat options.
- 3.6 Assistance is provided with the loading and securing of mobility equipment in accordance with operator rules.
- Range may include but is not limited to – ramp placement, physical support, use of designated areas, requesting able bodied passengers to move.

Outcome 4

Provide en-route assistance to passengers with specific needs.

Performance criteria

- 4.1 The security and comfort of specific needs passengers are monitored en-route, and any assistance requirements are identified.
- 4.2 Assistance is provided to meet the passenger needs and situation.
- Range may include but is not limited to – posture change, toilet visits, change of position or seating, re-securing mobility equipment, restless unaccompanied children.

Outcome 5

Assist passengers with specific needs when alighting from a passenger rail vehicle.

Performance criteria

- 5.1 Physical assistance is provided to meet the passenger's needs and situation.
- Range may include but is not limited to – advice of imminent destination, readying mobility equipment, preparing on-board equipment, organising on-board help, providing physical assistance, ensuring children are supervised.

- 5.2 Removal of mobility equipment ensures delays are minimised and equipment is undamaged.
- 5.3 A check ensures all equipment and personal effects are removed before the all clear is given.

Outcome 6

Respond to and report feedback from rail passengers with specific needs.

Range may include but is not limited to – positive, negative, suggestions for improvements.

Performance criteria

- 6.1 Passenger's feedback and comments are responded to.
- 6.2 Feedback and comments are recorded and reported in accordance with operator rules.

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	15 August 2013	31 December 2018
Review	2	18 February 2016	31 December 2022
Review	3	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.