

<b>Title</b>	<b>Demonstrate knowledge of and participate in the management of rail transport services provided for special events</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>5</b>

<b>Purpose</b>	People credited with this unit are able to: demonstrate knowledge of special events serviced by rail providers; prepare to participate in rail services for a special event; and participate in rail services for special events.
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<b>Classification</b>	Rail Transport > Rail Operations
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<b>Available grade</b>	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* refers to the accepted principles and/or guidelines, commensurate with the operator service provision, for dealing with specific passengers or situations.  
*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.  
*Special event* refers to an event attended by a large number of people where rail is one means of transport to the event in the context of this unit standard. Examples include sporting fixtures, concerts, family outings.
- 4 Assessment information
  - a All activities and evidence must be in accordance with organisational procedures.
  - b The literacy and numeracy requirements of this unit standard require candidates to be able to read and interpret rail operator rules and procedures, communicate with passengers and other crew, interpret and comply with rail signage and warnings.

- c The candidate must participate in a minimum of two special events.

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## Outcomes and performance criteria

### Outcome 1

Demonstrate knowledge of special events serviced by rail operators.

#### Performance criteria

- 1.1 Special events are described in terms of those catered for by rail operators.
- 1.2 Aspects of special events that require specialised management are identified and described in accordance with operator protocols.
- Range may include but are not limited to – large crowds and their control, security, intoxication, unruly and/or illegal behaviour, communication, assaults, service disruptions, train faults, infrastructure faults.
- 1.3 Special events are described in terms of their impact on regular rail services.
- Range may include but is not limited to impact on – timetables, frequency of service, period of alteration to services, rolling stock requirements, complementary or replacement bus services, express options.
- 1.4 Help during a special event is described in terms of the type available and how it is accessed.
- Range may include but is not limited to help from – platform staff, train manager, locomotive engineer, security personnel, other staff, the public.
- 1.5 Delays that could impact on special event services are identified and described in terms of their causes and management.
- Range causes may include but are not limited to – operator infrastructure, crowd numbers, crowd behaviour, security breaches, weather.

### Outcome 2

Prepare to participate in rail services for a special event.

**Performance criteria**

2.1 Operator rules and procedures relating to special events are located and described.

Range rules and procedures may include but are not limited to – dealing with the media; lost children; abusive and/or disruptive behaviour; security, personal safety, pre-scripted responses for passenger enquiries.

2.2 Requirements to attend briefings relating to special events are met.

**Outcome 3**

Participate in rail services for special events.

**Performance criteria**

3.1 Security services provided for the event are described in terms of their function and how they work with the rail operator.

Range may include but is not limited to – identification of security staff, limitations on actions, integration with train management, police backup.

3.2 Passengers are monitored, and signs of potential problem situations are identified.

Range potential problem situations include but are not limited to – tampering with on-board equipment, vandalism, disruptive or violent behaviour.

3.3 Actions to mitigate potential problems are undertaken.

3.4 Processes to respond to passenger enquiries are identified in accordance with templates issued for the event.

3.5 Communication with passengers regarding disruptions and delays is identified and actioned.

<b>Planned review date</b>	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 2022
Review	2	29 April 2021	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0013
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

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### Comments on this unit standard

Please contact Competenz [qualifications@competenz.org.nz](mailto:qualifications@competenz.org.nz) if you wish to suggest changes to the content of this unit standard.