

<b>Title</b>	<b>Provide passengers with the information they require to complete their intended journey and manage customer complaints</b>		
<b>Level</b>	<b>2</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	People credited with this unit standard are able to provide passengers with the information they require to complete their intended journey and manage customer complaints.
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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  
*Operator rules and procedures* refer to Rail Operating Rules, Procedures & Local Network Instructions; Rail Operating Code and local bulletins or notices relevant to the task which may include local operating procedures, work site safety plans and standard operating procedures.  
*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.  
*Rail corridor* refers to the railway line and adjacent land and structures.
- 4 Assessment information
  - a 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.
  - b All activities and evidence must be in accordance with organisational procedures.

## Outcomes and performance criteria

### Outcome 1

Provide passengers with the information they require to complete their intended journey and manage customer complaints.

### Performance criteria

1.1 Information is supplied to customers to enable them to make informed decisions regarding train travel.

Range information includes but is not limited to – routes and timetables; fares and payment options; tourist information.

1.2 Customer complaints are managed in accordance with operator rules and procedures.

<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	18 February 2016	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>.

### 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.