

Title	Respond to emergencies and maintain security of all people, trains and equipment on the rail network		
Level	3	Credits	10

Purpose	People credited with this unit standard are able to: demonstrate knowledge of the response to common emergencies on the rail network; demonstrate knowledge of maintaining the security of all people, trains and equipment on the rail network; and apply techniques to manage disruptive behaviour, uncontrolled evacuations, and crowds.
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Classification	Rail Transport > Rail Operations
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Available grade	Achieved
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Guidance Information

- 1 Recommended skills and knowledge for entry:
Unit standard 29378, *Demonstrate and apply knowledge of the rail operating environment and safety procedures*.
- 2 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.
- 3 Legislation relevant to this unit standard includes:
Health and Safety at Work Act 2015.
Railways Act 2005 and subsequent amendments.
- 4 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 network refers to the network managed by the party who is delegated to authorise the occupancy and movement of trains and other Rail Service Vehicles.

- 5 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.
 - c Assessment of techniques to manage disruptive behaviour, uncontrolled evacuations, and crowds may include practical demonstrations in spaces which provide realistic simulated conditions appropriate to the assessment.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of the response to common emergencies on the rail network.

Performance criteria

1.1 The response to common emergencies is described.

Range common emergencies include but are not limited to – fatalities; collisions; natural disasters; operational incidents; tunnel evacuations; assisting with platform and station evacuation.

1.2 The coordinated management of incidents is explained.

Range includes but is not limited to – Coordinated Incident Management System; working with emergency services.

Outcome 2

Demonstrate knowledge of maintaining the security of all people, trains and equipment on the rail network.

Performance criteria

2.1 Security requirements are identified and explained.

Range security requirements include but are not limited to – preventing and dealing with theft; identifying potential threats; responses to terrorism alerts; dangerous goods; vandalism.

Outcome 3

Apply techniques to manage disruptive behaviour, uncontrolled evacuations, and crowds.

Range disruptive behaviour includes but is not limited to – difficult customers; drunken customers; aggressive customers.

Performance criteria

- 3.1 Customers exhibiting disruptive behaviour are identified.
- 3.2 Disruptive behaviour is managed.
- 3.3 Uncontrolled evacuations are managed.
- 3.4 Techniques are applied to control crowds.

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	18 February 2016	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.