

<b>Title</b>	<b>Demonstrate knowledge of driver professionalism and positive customer service in the road transport industry</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>4</b>

<b>Purpose</b>	People credited with this unit standard are able to demonstrate knowledge of driver professionalism and positive customer service in the road transport industry.
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<b>Classification</b>	Commercial Road Transport > Commercial Road Transport Skills
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<b>Available grade</b>	Achieved
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### Guidance Information

- 1 Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable service information, company requirements and legislative requirements. This includes the knowledge and use of suitable tools and equipment.
- 2 Legislation, regulations and/or industry standards relevant to this unit standard include but are not limited to the:
  - Health and Safety at Work Act 2015;
  - Privacy Act 1993;
 and any subsequent amendments and replacements.
- 3 Definitions  
*Company requirements* refer to instructions to staff on policy and procedures that are available in the workplace. These requirements may include – company policies and procedures, work instructions, product quality specifications and legislative requirements.  
*Service information* may include – technical information for a vehicle, machine, or product detailing operation; installation and servicing procedures; manufacturer instructions; technical terms and descriptions; and detailed illustrations.

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### Outcomes and performance criteria

#### Outcome 1

Demonstrate knowledge of driver professionalism in the road transport industry.

**Performance criteria**

- 1.1 Personal and vehicle presentation standards are described.
- Range may include – body and clothing cleanliness, clothing suitability, footwear, organisation issued clothing, vehicle cleanliness and serviceability.
- 1.2 Personal and interpersonal factors which impact on interaction with customers are identified.
- Range may include – positive customer facing attitude, motivation, interest, responsiveness, courtesy, empathy.
- 1.3 Communication skills that promote professionalism are identified.
- Range may include – use of appropriate language, appropriate body language, tone and volume of voice, giving and recording information, interaction with authority: enforcement agencies, coaching staff.
- 1.4 On-road behaviours that promote professionalism are identified.
- Range may include – driving techniques, timely pick-up and delivery, driver behaviour, use of communication technology.

**Outcome 2**

Demonstrate knowledge of positive customer service in the road transport industry.

**Performance criteria**

- 2.1 The terms *customer service*, *internal customer*, and *external customer* are defined.
- 2.2 The importance of customer service in terms of benefits to the company is identified.
- Range may include - monetary terms, company reputation, customer retention.
- 2.3 The importance of accurately understanding customer requirements is described.
- 2.4 The importance of confidentiality is described.
- Range may include - employer, customer, colleagues, use of social media.

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<b>Planned review date</b>	31 December 2023
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	29 November 2018	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0014
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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 MITO New Zealand Incorporated [info@mito.org.nz](mailto:info@mito.org.nz) if you wish to suggest changes to the content of this unit standard.