

<b>Title</b>	<b>Apply 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; and apply knowledge of communication skills 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 Legislation, regulations, references 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 2020.

Any new, amended or replacement Acts, regulations, standards, codes of practice, guidelines, or authority requirements or conditions affecting this unit standard will take precedence for assessment purposes, pending review of this unit standard.

- 2 Definitions
 

*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.

*Workplace procedures* refer to organisation policies and procedures that are documented in memo, electronic, or manual format and available in the workplace. They may include but are not limited to – standard operating procedures, site specific procedures, site safety procedures, equipment operating procedures, quality assurance procedures, product quality specifications, manufacturer’s requirements, references, approved codes of practice, housekeeping standards, environmental considerations, on-site briefings, supervisor’s instructions, and procedures to comply with legislative and local body requirements relevant to the commercial road transport sector.
- 3 Assessment information
 

Evidence presented for assessment against this unit standard must be consistent with safe working practices and be in accordance with applicable service information, workplace procedures and legislative requirements.

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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;  
evidence of four is required.
- 1.2 Personal and interpersonal factors which impact on interaction with customers are described.
- Range may include – positive customer facing attitude, motivation, interest, responsiveness, courtesy, empathy;  
evidence of three is required.
- 1.3 Communication skills that promote professionalism are described.
- 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;  
evidence of four is required.
- 1.4 On-road behaviours that promote professionalism are described.
- Range may include – driving techniques, timely pick-up and delivery, driver behaviour, use of communication technology;  
evidence of three is required.

### 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 described.
- Range may include – monetary terms, company reputation, customer retention;  
evidence of two is required.

2.3 The importance of accurately understanding customer requirements is described.

2.4 The importance of confidentiality is described.

Range employer, customer, colleagues, use of social media.

### Outcome 3

Apply knowledge of communication skills in the road transport industry.

### Performance criteria

3.1 Communication skills that promote professionalism are applied in different workplace contexts.

Range contexts may include communication with – dispatcher, customer, supplier representative, external authorities, team members, manager.

<b>Planned review date</b>	31 December 2028
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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	31 December 2025
Review	2	29 June 2023	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 Hanga-Aro-Rau Manufacturing, Engineering and Logistics Workforce Development Council [qualifications@hangaarorau.nz](mailto:qualifications@hangaarorau.nz) if you wish to suggest changes to the content of this unit standard.