

New Zealand Certificate in Passenger Service (Level 3) with strands in School Bus, Urban Bus, and Long Distance Bus [Ref: 2701]			
Level	3	Credits	65-75
Assessment standards aligned with qualification outcomes			
Outcome	Unit Standards		
Outcome 1 Maintain personal and customer safety in the passenger service environment, including hazard identification and mitigation, incident and passenger management (Credits 20)	<ul style="list-style-type: none"> - Unit standard 1749 - Learners must complete first aid unit standards registered on NZQF which may be either unit standard 26551 and 26552, or 6401 and 6402 - Unit standard 497 - Unit standard 3271 - Unit standard 6400 - Unit standard 17593 - Unit standard 20472 		
Outcome 2 Comply with organisational policy and procedures, regulatory requirements, and other current road traffic laws in the environment within which the driver is operating (Credits 10)	<ul style="list-style-type: none"> - Unit standard 24089 - Unit standard 3462 - Unit standard 3490 - Unit standard 15951 		
Outcome 3 Prepare a passenger service vehicle for use and drive scheduled routes in a fuel efficient manner (Credits 15)	<ul style="list-style-type: none"> - Unit standard 15158 - Unit standard 15163 - Unit standard 17676 - Unit standard 17972 - Unit standard 19499 - Unit standard 27309 		
Outcome 4 Communicate professionally with passengers and respond to a variety of passenger needs and requests (Credits 10)	<ul style="list-style-type: none"> - Unit standard 376 - Unit standard 1304 - Unit standard 1748 - Unit standard 1750 - Unit standard 15165 		
School Bus strand			

<p>Outcome 5</p> <p>Comply with the terms of the Ministry of Education's Contract for the provision of School Transport Assistance (STA) (Credits 5)</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> - The Safe Behaviour on Buses programme - Accident processes - Standing passengers - Safety actions for bus drivers while picking up and dropping off students, on the road and in general - Special Education School Transport Assistance (SESTA) - Unit standard 15162
<p>Outcome 6</p> <p>Assist and manage passengers and apply incident management actions in accordance with school and organisational requirements (Credits 5)</p>	<p>Knowledge of:</p> <ul style="list-style-type: none"> - The Safe Behaviour on Buses programme - Accident processes - Standing passengers - Safety actions for bus drivers while picking up and dropping off students, on the road and in general - Special Education School Transport Assistance (SESTA) Programmes may include the following: - Unit standard 15162
<p>Urban Bus strand</p>	
<p>Outcome 7</p> <p>Assist and manage passengers, and manage the running of a scheduled service according to legal and organisational requirements (Credits 5)</p>	<p>Knowledge of local bylaws, including:</p> <ul style="list-style-type: none"> - Bus and transit lanes and restrictions - Stopping places or stands - Turning movements - Unit standard 1751
<p>Outcome 8</p> <p>Understand fare and zone structures, and manage equipment and facilities for collection of fares (Credits 5)</p>	<p>Knowledge of local bylaws, including:</p> <ul style="list-style-type: none"> - Bus and transit lanes and restrictions - Stopping places or stands - Turning movements - Unit standard 1751
<p>Long Distance Bus strand</p>	
<p>Outcome 9</p> <p>Apply understanding of terms of carriage, passenger responsibilities and driver responsibilities</p>	<ul style="list-style-type: none"> - Unit standard 378

on a long distance bus journey, including dealing responsibly with passengers' luggage (Credits 10)	
Outcome 10 Meet coach passenger needs throughout a long distance bus journey to provide a safe, reliable and comfortable service (Credits 10)	- Unit standard 378