

**About this Unit**

This standard covers the operation and control of vehicles for the transport of people, material and equipment on public roads. It also covers collecting, transporting and setting down passengers and/or materials and equipment. The vehicles could include articulated vehicles, coaches, vans, minibuses or cars. The standard is not designed to assess basic driving skills and knowledge of the Highway Code.

It is necessary that you have passed a driving test and hold a valid and appropriate driving licence, which must be produced as additional evidence.

This standard does not cover emergency driving skills ('blue light driving').

Users of this standard will need to ensure that practice reflects up-to-date information and policies.

Your **knowledge and understanding** will be specifically related to legal requirements and codes of practice and conduct applicable to your job, and the NHS Knowledge and Skills Framework. This will relate to your work activities; the job you are doing, and the setting, eg in hospital and community, domiciliary, residential care, and the individuals you are working with.

**Values** — the values underpinning this Unit are embedded within the 2009 NHS Code of Conduct for Health Care Support Workers. These are stated in full within the Assessment Strategy and Guidance document for the awards.

**Key Words and Concepts** — a glossary of definitions, key words and concepts used in this Unit is contained in the Assessment Strategy and Guidance document.

In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **You should read the Assessment Strategy and Guidance document before you begin working with the standards and refer to it if you are unsure about anything in the Unit.**

**Specific Evidence Requirements for the Unit**

It is essential that you adhere to the Evidence Requirements for this Unit

**SPECIFIC EVIDENCE REQUIREMENTS FOR THIS UNIT****Simulation:**

- ◆ Simulation is **NOT** permitted for any part of this Unit.
- ◆ **The following forms of evidence ARE mandatory:**
- ◆ **Direct Observation:** Your assessor or expert witness must observe you in real work activities. Their confirmation of your practice will provide evidence for a significant amount of the Performance Criteria in this Unit. **For example**, you may be observed helping individuals on and off the vehicle, and when undertaking driving manoeuvres.
- ◆ **Professional discussion:** Describes your actions in a particular situation and reflect on the reason(s) why you practice that way. **For example**, how and why you check the vehicle is roadworthy, and why certain safety checks are necessary.

**Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:**

- ◆ **Reflective Account:** These are written pieces of work which allow you to reflect on the course of action you took in a specific situation to identify any learning from the piece of work and to describe what you might do differently in the light of your new knowledge.
- ◆ **Questioning/professional discussion:** May be used to provide evidence of knowledge, legislation, policies and procedures which cannot be fully evidenced through direct observation or reflective accounts. In addition your assessor/mentor or expert witness may also ask questions to clarify aspects of your practice.
- ◆ **Expert Witness:** A designated expert witness, eg a senior member of staff, may provide a direct observation of your practice, or record a professional discussion they have held with you on a specific piece of practice.
- ◆ **Witness Testimony:** Can be a confirmation or authentication of the activities described in your evidence which your assessor or mentor has not seen.
- ◆ **Products:** These can be any record that you would normally use within your normal role, eg you should not put confidential records in your portfolio; they can remain where they are normally stored and be checked by your assessor and internal verifier.
- ◆ **Prior Learning:** You may be able to use recorded prior learning from a course of training you have attended within the last two years. Discussion on the relevance of this should form part of your assessment plan for each Unit.
- ◆ **Simulation:** There may be times when you have to demonstrate you are competent in a situation that does not arise naturally through your work role, eg dealing with violent or abusive behaviour. The Evidence Requirements in each Unit provide specific guidance regarding the use of simulation.

**GENERAL GUIDANCE**

- ◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods you will be using, and the tasks you will be undertaking to demonstrate your competence.
- ◆ Evidence must be provided for ALL of the Performance Criteria, ALL of the knowledge.
- ◆ The evidence must reflect the policies and procedures of your workplace and be linked to current legislation, values and the principles of best practice within the Health Care sector. This will include the National Service Standards for your areas of work.
- ◆ All evidence must relate to your own work practice.

**FN88 04 (GEN10) Collect, Transport and Set Down Passengers and/or Materials and Equipment within the Health Sector**

**KNOWLEDGE SPECIFICATION FOR THIS UNIT**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
1 The current European and National legislation, national guidelines, organisational policies and protocols in accordance with clinical/corporate governance which affect your work practice in relation to operating and controlling vehicles and collecting, transporting and setting down passengers and/or materials and equipment within the health sector.	
2 Your responsibilities and accountability in relation to the current European and National legislation, national guidelines and local policies and protocols and clinical/corporate governance.	
3 The duty to report any acts or omissions in care that could be detrimental to yourself, other individuals or your employer.	
4 The importance of working within your own sphere of competence and seeking advice when faced with situations outside your sphere of competence.	
5 How to plan suitable routes before and during journeys, and the importance of doing this within organisational guidelines.	
6 What constitutes significant delays, why it is important to report them, and who needs to be informed?	
7 The possible implications and consequences of a delay in the journey (eg people arriving late, products and materials not being in appropriate storage conditions).	
8 The importance of showing courtesy to other road users.	
9 The implications of driving a vehicle which bears the name and logo of your employer (eg the need to present a positive image of the service).	
10 The safety and legal factors you need to consider when deciding where to stop for passengers to board and alight.	
11 Who has responsibility for making sure that passengers wear seat belts if they are fitted?	
12 Why it is important not to move the vehicle until passengers boarding and leaving are safe and secure?	
13 Vehicle controls and equipment and their function.	
14 The specific vehicle capability and handling characteristics — and how these affect the way vehicles should be driven in different traffic conditions and weather and light conditions.	
15 What affects fuel consumption, wear and tear and the risk of accidental damage?	

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
16 The main sources and causes of hazards when driving.	
17 Safe driving and manoeuvring techniques, including defensive driving techniques.	
18 How to plan suitable routes before and during journeys, and the importance of doing this within organisational guidelines.	
19 How to help passengers board and leave — particularly those with limited mobility, with a sensory impairment, or those who are temporarily unwell.	
20 Where and how passengers' personal belongings should be stored.	
21 The sorts of circumstances that might mean that passengers need further help to get home, and how to organise such help (eg if the journey has been delayed, if the person has been unwell).	
22 The particular storage requirements for items which are temperature-sensitive (eg blood collection packs, blood products), and what to do if these requirements cannot be met.	
23 How to monitor the condition of the vehicle (eg temperature, fuel levels) and the security of the load and what to do if there are problems.	
24 The factors to consider when parking a vehicle to unload the contents.	

<b>Performance Criteria</b>		<b>DO</b>	<b>RA</b>	<b>EW</b>	<b>Q</b>	<b>P</b>	<b>WT</b>	<b>PD</b>
1	Stop at authorised and required places at the appropriate times and position the vehicle safely and legally for passengers to board and alight.							
2	Help passengers as necessary, according to their wishes and needs when boarding or alighting the vehicle and to secure their belongings.							
3	Use safe moving and handling techniques when appropriate.							
4	Use specialist equipment for loading/unloading and assisting passengers to board/alight.							
5	Make sure that the vehicle is not moved until all passengers have boarded safely and are seated and that they and their belongings are secure.							
6	Make sure that passengers have alighted safely and are clear of the vehicle before closing the doors securely and moving off.							
7	Check and confirm that materials and equipment being carried are stable.							
8	Ensure that materials and equipment are unloaded safely in the appropriate place.							
9	Ensure that the heating, lighting and ventilation are maintained at comfortable levels for passengers.							
10	Give accurate information on journey and arrival time, in an appropriate and understandable manner, and the implications of any delays to passengers, answering any questions clearly and accurately.							
11	Make suitable arrangements in accordance with organisational policy when passengers need further transport and/or escort to get to their final destination.							
12	Undertake all vehicle manoeuvres in a safe, effective and controlled manner.							
13	Drive the vehicle in a manner which:							
	(a) optimises fuel consumption							
	(b) minimises wear and tear and risk of accidental damage							
14	Correctly and promptly identify any actual or potential:							
	(a) hazards in the driving environment							
	(b) problems in the vehicle and its load							

Performance Criteria	DO	RA	EW	Q	P	WT	PD
	15 Take the appropriate action if hazards and problems are identified.						
16 Take the route which is appropriate to organisational requirements and traffic and road conditions.							
17 Report any significant delays to the journey to the appropriate person when possible and practical.							
18 Park the vehicle safely and legally at all times, and lock and secure the vehicle when it is left unattended.							

*DO = Direct Observation*

*RA = Reflective Account*

*Q = Questions*

*EW = Expert Witness*

*P = Product (Work)*

*WT = Witness Testimony*

*PD = Professional Discussion*

### **Additional information**

This National Occupational Standard was developed by Skills for Health. The standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

- ◆ Dimension: EF3 Transport and logistics

GEN10 Collect and set down passengers and/or materials and equipment within the health sector  
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*To be completed by the candidate*

**I SUBMIT THIS AS A COMPLETE UNIT**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I CERTIFY THAT SUFFICIENT EVIDENCE HAS BEEN PRODUCED TO MEET ALL THE ELEMENTS, PCS AND KNOWLEDGE OF THIS UNIT.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/Internal verifier feedback**

*To be completed by the internal verifier if applicable*

***This section only needs to be completed if the Unit is sampled by the internal verifier***

Internal verifier's name: .....

Internal verifier's signature: .....

Date: .....