

GEN10 Collect, transport and set down passengers and/or materials and equipment within the health sector

OVERVIEW

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. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 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 (e.g. 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

- (e.g. 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
 - 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 (e.g. if the journey has been delayed, if the person has been unwell)
 - 22.the particular storage requirements for items which are temperature-sensitive (e.g. blood collection packs, blood products), and what to do if these requirements cannot be met
 - 23.what affects fuel consumption, wear and tear and the risk of accidental damage
 - 24.how to monitor the condition of the vehicle (e.g. temperature, fuel levels) and the security of the load and what to do if there are problems
 - 25.the factors to consider when parking a vehicle to unload the contents

PERFORMANCE CRITERIA

You must be able to do the following:

- 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:
 - 1.optimises fuel consumption
 - 2.minimises wear and tear and risk of accidental damage
- 14.correctly and promptly identify any actual or potential:
 - 1.hazards in the driving environment
 - 2.problems in the vehicle and its load
- 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

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: EF3 Transport and logistics