

GOLD BAND TAXIS



New Driver Information Booklet

Website www.goldbandtaxi.co.nz

Physical Address 31a Mandeville Street
Riccarton
Christchurch 8011

Postal Address PO Box 7282
Sydenham
Christchurch 8240

Administration Hours Monday – Friday
8.30am to 4.30pm

Phone Numbers

Administration	03 366 1001
Admin Fax	03 353 2048

Customer Service Centre	03 3 795 795
Wheelchair Taxi Bookings	03 372 7277
Customer Service Fax	03 366 1024

Members of Gold Band Taxis that Employ/Contract Drivers

Within Gold Band Taxis, you may either drive for an existing Member, or you may become a Member yourself and drive your own cab.

A list of the names and contact details of Gold Band Members who employ/contract drivers from time to time may be obtained from the office.

(Please note that different Gold Band Members have different vacancies at different times and they also use different self-employed contract arrangements and/or employment agreements. You will need to discuss these matters directly with each Member to agree an arrangement that works for you both).

Requirements to become a Gold Band Taxis Driver

Clause 4.1.3. of the Gold Band Taxis Driver Training Policy states: To be considered for initial training, all trainees **must have applied for – and ideally already hold** the following qualifications, with supporting documentation (please note: no training will be undertaken without proof of the following):

- A copy of a current Taxi Identification Card;
- A copy of a P-endorsed Driver Licence;
- A copy of an Area Knowledge Certificate.

Identification Card and P Endorsement

The following information has been sourced from: www.nzta.govt.nz (Factsheet 42)

How to get a P endorsement

To get a P endorsement, you must hold, and have held for at least two years, a full New Zealand Class 1 driver licence. Holding an equivalent overseas licence will not meet this requirement.

The application form for a P endorsement is DL20. If you're going to be driving a small passenger service vehicle, the form will ask you to provide a unique identifier for your driver ID card. A unique identifier is a name comprising of a combination of letters that will be sufficiently memorable so as to be easily recalled by users of the service to identify the driver. Where the unique identifier chosen is already allocated to another driver, the NZ Transport Agency (NZTA) will assign numbers to the chosen name to avoid duplication. If your identifier can't be easily remembered by your passengers, the NZTA will ask you to select another one.

Applying for a P Endorsement

You can apply for a P endorsement at any NZTA driver-licensing agent.

You'll need:

- A completed DL20 application form (available from the agent)
- Evidence of your identity, such as your New Zealand driver licence
- Evidence of your name and current address, such as a bill or account statement
- A medical certificate (if applicable)
- A certificate showing you have successfully completed an approved P endorsement course
- A notice of determination (if applicable – you may not need to have the 'fit and proper person' check again if you hold a current V, I or O endorsement)
- A means of paying the fees (cheque, cash or EFTPOS card)

You should allow six to eight weeks for your application to be processed (providing you have supplied all the necessary information and documentation), because of the requirement to carry out a 'fit and proper person' check.

Note: If you're not a New Zealand citizen or don't hold a residence permit, you will need a work permit or some other temporary permit to show that you may work in New Zealand.

Please refer to website www.nzta.govt.nz for further information on fees etc or you can phone 0800 822 422.

Area Knowledge Certificate

An area knowledge certificate shows you have passed a knowledge test relating to the area or areas your taxi company operates in. It also shows that you have demonstrated an ability to communicate in English.

(You must hold an Area Knowledge Certificate for the Christchurch Metropolitan area).

The area knowledge test consists of eight components called objectives. You must meet the standard for each objective to receive the area knowledge certificate.

Please refer to website www.nzta.govt.nz for further information and providers.

Obtaining a Gold Band Taxis Permit

(All prices are inclusive of GST)

1. Driver Information Folder

A Driver Information Folder is to be collected from the Gold Band Office.

Related Costs:

Driver Information Folder	\$30.00
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2. Practical Driver Training Assessment

The Trainee must complete a six-hour driving assessment with a Gold Band Approved Driver Trainer.

The candidate will be assessed on the following and not limited to:

- Driving style
- Customer Service and Communication
- Confident use of in-car electronic equipment
- Professionalism in presentation and conduct

Related Costs:

Six-hour practical driver training	set by trainer
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Names of Authorised Practical Driver Trainers may be obtained from the Office.

3. Driver Training Class

Classes are held every Wednesday at 10am and run for approximately four hours (depending on class size and prior experience of candidates). The class will cover all the subjects listed in the Driver Information Folder and a practical demonstration of in-car equipment.

Related Costs:

Training Class	\$80.00
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4. Gold Band Permit Test

The candidate is to complete an open book test based on knowledge learnt during the training process, both theory and practical.

Related Costs:

Gold Band Permit Test	\$40.00
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5. Completing the process

The following forms and processes to be completed:

- Driver Training Booking Form;
- New Driver Administration Form;
- Photo taken for in-house database;
- NZTA Consent for Information Form;
- TORO Consent Form;
- CIAL Registration and associated in-house agreement;

Forms are partially filled out prior to starting the Class and it is advised to arrive at the office by 9:30am to allow time for this.

Once Permit Test is passed, new Driver is issued with:

- Information Sheet showing:
 - Date Gold Band Permit issued and first renewal date;
 - Login ID and password for the dispatch and electronic systems;
 - Start Up Check List;
 - Gold Band Permit and Driver Licence Renewals;
 - Uniform information;
 - Key information for the Website and Total Mobility Scheme
- TaxiPos (Eftpos) Card;
- Temporary Name Badge issued pending arrival of new badge.

Related Costs:

CIAL Access Card (payable at the airport)	\$40.00
CIAL Admin Fee (payable at Gold Band)	\$69.00

OUR MISSION

- We serve the **public** by setting the highest standards of fairness, honesty and customer service.
- We serve our **members** by increasing value and market share.

OUR VISION

- We are the most respected taxi brand in Christchurch and surrounding areas.
- We redefine industry standards by providing a reliable, friendly, customer experience. We believe in our people. Together we lead the way, delivering a seamless, memorable service.
- We increase membership value and market share through excellent delivery. We are flexible – committed to positive change. Growth is inevitable. “We’re going places!”

OUR VALUES

i) Service Excellence

Our customer (internal and external) always comes first. We offer the best that we can give.

ii) Teamwork

We are not alone – our choices affect others. We will choose what is best for the whole team. Our opportunities flourish when we all pull together in the same direction.

iii) Integrity

We ‘walk the talk’. If we say we will do something, we will do it.

iv) Commitment

We are dedicated to the Gold Band family, and to our customers. People can trust us.

v) Accountability

We encourage others, not criticise them. We own our actions, knowing that our colleagues look out for our best interests. If we mess up, we will admit it openly and will learn together.

vi) Continuous Improvement

We look for ways to improve who we are and what we do. We challenge the status quo with positive motives, pursuing the best for Gold Band, its customers and its members.