

Competency Standard

UNIT TITLE: DRIVE LARGE TOUR BUSES OR COACHES		NOMINAL HOURS: 60
UNIT NUMBER: D2.TTO.CL4.08		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to drive large tour buses or coaches, safely monitoring road and traffic conditions and monitoring the safety and reliability of the vehicles. This unit requires participants to sit and pass the necessary driver's license test(s) as prescribed by the host country to allow them to drive designated buses or coaches as required.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Obtain driver's license(s)</p> <p>1.1 Identify the <i>vehicles</i> that have to be driven</p> <p>1.2 <i>Identify the driver's license(s)</i> that need to be obtained</p> <p>1.3 Undertake <i>training</i> to obtain the necessary license(s)</p> <p>1.4 <i>Undertake driver license assessment</i> successfully</p> <p>Element 2: Monitor vehicle</p> <p>2.1 <i>Perform regular preventative maintenance and operational checks</i> of designated vehicles</p> <p>2.2 Complete and retain service reports as required</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit applies to organisations that are involved in driving large tour buses or coaches within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Travel Agencies 2. Tour Operation <p><i>Vehicles</i> will include any large bus or coach used by the employer to support the delivery of tours and/or transfers and may include:</p> <ul style="list-style-type: none"> • Minibus • Sleeper bus • Double-decker bus • Articulated bus 	

<p>2.3 Adhere to scheduled maintenance and service requirements as set out by the vehicle manufacturer</p> <p>2.4 Conduct <i>special checks and service</i> after designated trips</p> <p>2.5 Check <i>performance and efficiency</i> of vehicle during operation</p> <p>2.6 Undertake <i>minor routine repairs</i></p> <p>Element 3: Monitor road conditions</p> <p>3.1 Assess <i>road conditions</i></p> <p>3.2 Assess <i>traffic conditions</i></p> <p>3.3 Feedback information about road and traffic conditions to head office</p> <p>3.4 Identify <i>factors that may cause delays or route deviations</i></p> <p>3.5 Factor <i>conditions into choice of route</i> to be taken</p> <p>3.6 Read a map</p> <p>Element 4: Drive vehicles</p> <p>4.1 Demonstrate <i>basic operational driving practices</i></p> <p>4.2 Demonstrate <i>practices related to the towing of a trailer</i></p> <p>4.3 Demonstrate <i>reversing practices</i></p> <p>4.4 Demonstrate <i>parking and shutting down procedures</i></p>	<ul style="list-style-type: none"> • Coach where a coach differs from a bus in that a coach has provision for passenger luggage and/or cargo • Dual-mode/dual-fuel vehicles. <p><i>Identify the driver's license(s)</i> will include:</p> <ul style="list-style-type: none"> • Contacting the relevant traffic authorities in the host country to determine what driver's licenses are required for different classifications of vehicles • Identifying the pre-requisites for obtaining necessary driver's license(s) including age, previous experience and supplementary license(s) • Identifying the requirements necessary to pass the required license(s) including practical and theoretical assessments and the nature and scope of these assessments. <p><i>Training</i> may be related to:</p> <ul style="list-style-type: none"> • Formal training conducted by the authorities • Formal training conducted by private companies, including driver training establishments • In-house training provided on-the-job • Practice required to reinforce training and enhance practice • Obtaining experience with conditions that can be expected to be encountered while on tours and/or undertaking transfers which may include: <ul style="list-style-type: none"> ▪ Day and night driving ▪ On-road and off-road conditions ▪ Within employer premises ▪ Manual and automatic transmission. <p><i>Undertake driver license assessment</i> must include:</p> <ul style="list-style-type: none"> • Successfully completing the theory component of the driver's license assessment • Successfully completing the practical component of the driver's license assessment • Being issued with appropriate license(s).
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<p>4.5 Identify and modify driving techniques to accommodate <i>driving hazards</i></p> <p>4.6 Modify driving style to accommodate identified vehicle problems and faults</p> <p>4.7 Follow <i>emergency procedures</i></p> <p>Element 5: Operate communication systems</p> <p>5.1 Use the <i>on-board public address system</i></p> <p>5.2 Use <i>on-board two-way communications systems</i></p> <p>5.3 Use <i>on-board entertainment systems</i></p>	<p><i>Perform regular preventative maintenance and operational checks</i> should relate to conducting visual inspections of vehicles that may relate to:</p> <ul style="list-style-type: none"> • General vehicle inspection including verifying required equipment and checking for leaks • Checking and topping up fluid levels oil, transmission fluids, gearbox, radiator, windscreen washer and brake fluid • Checking tires, including tire pressures, spare tires, tire tread and damage inspection • Checking operation of all lights, including turning lights, brake lights, low and high beam headlights, driving lights, interior lights, internal safety lights and reversing lights • Checking cleanliness of glass, including windscreen, rear window(s), side windows and mirrors • Checking seat belts, including operational efficiency of driver/passenger seat belts and security of anchorage points • Checking brakes, including brake pedal and slow-roll braking test • Checking communication facilities, including on-board public address system and other two-way systems • Checking security features, including locks, latches and other equipment designed to securely store luggage, equipment and supplies • Running the engine and checking for noise, smoke, leaks and other indicators of the need for service • Checking maintenance reports from previous trips to identify issues recorded by other drivers • Updating on-board vehicle usage records, including recording distances travelled, destinations, dates and times, expenses incurred, matters requiring attention and driver signature.
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Special checks and service may relate to:

- Providing extra service and maintenance following severe conditions, including extended periods in dust, dirt, mud and sand, water crossings, long periods in low gears, long periods where four-wheel drive was engaged, or significant times in mountainous terrain
- Regular periodic checks on tool kit and on-board spare parts carried by each vehicle to ensure all items are present as required.

Check performance and efficiency may include:

- Monitoring vehicle operation including noise, vibrations, smells, smoke, malfunctioning equipment/items and intermittent faults
- Checking fuel consumption and comparing it against distance travelled, including consideration of terrain covered and passengers and cargo carried
- Recording issues that require attention, including use of log books and record books
- Reporting issues to the appropriate person
- Obtaining scheduled maintenance while on tour, as required.

Minor routine repairs must include:

- Replacing blown globes, including turning lights, brake lights, low and high beam headlights driving lights, interior lights, internal safety lights, reversing lights
- Replacing broken fan belts
- Replacing top and bottom radiator hoses
- Changing spark or glow plugs
- Replacing air and fuel filter
- Replacing blown fuse
- Replacing and re-aligning of external mirrors
- Replacing tail light glass/cover and reflectors

- Changing a tire, including the repairing of a tire using an emergency patching kit and the re-inflation of the tire
- Recording and reporting defective items and/or irregular performance, or malfunction issues, that cannot be addressed through minor servicing.

Assess road conditions must relate to:

- Checking the route before commencing journey, including identification of potential hazards such as weather related, difficult terrain, changing conditions and road conditions
- Obtaining details regarding road conditions from road authorities, motoring bodies or emergency authorities
- Factoring in potential support and emergency services that could be called on for assistance in the event of an accident or breakdown.

Assess traffic conditions must relate to:

- Determining expected levels of traffic
- Considering expected type of traffic
- Considering the direction of moving traffic.

Factors that may cause delays or route deviations may include:

- Traffic accidents
- Floods
- Weight limits on roads and bridges
- Restrictions on road usage placed on vehicles over stated dimensions
- Road damage and landslides
- Bridge and/or tunnel damage
- Road works, including those occasioned by repairs to utilities such as gas/water

- Building construction
- Emergency situations impacting on road use, including bush and building fires
- Road closures due to special events, including festivals, marches, parades
- Holiday traffic.

Factor conditions into choice of route may include:

- Amending the itinerary to optimise safety
- Changing route to ensure non-negotiable deadlines and destinations are met
- Revising inclusions to ensure destination is reached.

Basic operational driving practices must include:

- Starting the vehicle, including key start and application of choke and hand controls to govern speed/engine revolutions
- Steering the vehicle and manoeuvring the vehicle, including up hill, down hill and on level ground
- Managing engine performance, including managing engine operation within recommended torque and temperature ranges through effective use of the transmission
- Using all vehicle controls, instruments and indicators, including foot and hand operated controls
- Positioning and parking the vehicle
- Slowing and stopping the vehicle, including up hill, down hill and on level ground
- Defensive driving techniques, including speed control, safe lane changing, indicating intention, anticipating conditions, reading the traffic, need help notifications, seat belts, safe braking distances and variety of driving conditions.

Practices related to the towing of a trailer must include:

- Stowing/loading of the trailer
- Attaching the trailer and securing it to the vehicle
- Detaching the trailer from the towing vehicle
- Towing the trailer up hill, down hill and across level ground, including across/through water.

Reversing practices must include:

- Reversing up hill, down hill and on level ground
- Maintaining safety
- Maintaining visibility
- Achieving accurate positioning
- Reversing a trailer including up hill, down hill, on level ground and into confined spaces.

Parking and shutting down procedures may include:

- Bringing the vehicle to a complete stop
- Stopping the engine
- Applying parking brake
- Securing the vehicle on level ground and on an incline
- Securing the vehicle to protect it from theft
- Complying with manufacturer's instructions and host enterprise standard operating procedures.

Driving hazards may include:

- Wet and iced roads
- Oil on road

- Animals and objects on road
- Parked vehicles on road
- Pedestrians on and crossing road
- Flooded road
- Windy sections of road
- Reduced visibility.

Emergency procedures may include procedures to be followed in the event of:

- Vehicle accident/collision
- Fire on board the vehicle
- Leaking fuel
- Faulty brakes
- Faulty steering
- Breakdown, including specific procedures where the breakdown occurs in a dangerous location.

Use the on-board public address system may include:

- Adjusting controls, including volume and individual speaker controls
- Microphone techniques.

On-board two-way communications systems may include:

- UHF radios
- CB radios
- Single side band radios
- Sending, receiving and interpreting messages
- Adhering to standard operational protocols.

On-board entertainment systems may include:

- Radio receivers
- Televisions
- Video and DVD players.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Enterprise policies and procedures in regard to the use and driving of buses and coaches
- Principles of safe, defensive and off-road driving
- Knowledge of local road conditions
- Knowledge of manufacturer's operating instructions and service manuals for the vehicle that is being driven
- General mechanical ability
- Evidence of holding current and appropriate driver's license (s) for the vehicle that is being driven
- Ability to read a map.

Linkages To Other Units

- Establish and maintain safe touring conditions
- Drive various types of service vehicles
- Manage operational risk
- Maintain tourism vehicles in safe and clean operational condition
- Operate and maintain a 4WD vehicle in safe working condition
- Operate tours in remote areas.

Critical Aspects of Assessment

Evidence of the following is essential:

- Understanding of the road rules and regulations of the host country in which the vehicles are being driven and/or the road rules, regulations and requirements that specifically or exclusively apply to the driving of buses and coaches
- Proof of holding a current and valid driver's license to suit the vehicle being driven and any local legal requirements that apply to the vehicle(s)
- Demonstrated ability to perform required preventative maintenance and operational checks as indicated on a supplied checklist for a designated bus or coach and provide written or verbal report on the condition of that vehicle
- Demonstrated ability to perform nominated and effective minor routine repairs to a designated bus or coach in order to return the vehicle to a safe and effective operating condition
- Demonstrated ability to accurately determine and describe the road and traffic conditions that are likely to apply to a nominated route at a given time for a certain bus or coach
- Demonstrated ability to use a map to identify a safe and efficient route from a nominated starting point through two designated way-points to a nominated finishing point
- Demonstrated ability to drive a nominated bus or coach in prescribed conditions so as to display at least seven of the following skill sets:
 - Driving in sand
 - Driving in mud
 - Driving across rough terrain
 - Driving up and down steep inclines
 - Starting the vehicle, including key start and application of choke and hand controls to govern speed/engine revolutions
 - Steering the vehicle and manoeuvring the vehicle, including up hill, down hill and on level ground

- Managing engine performance
- Using all vehicle controls, instruments and indicators, including foot and hand operated controls
- Positioning and parking the vehicle
- Slowing and stopping the vehicle, including up hill, down hill and on level ground
- Defensive driving techniques, including speed control, safe lane changing, indicating intention to turn, anticipating conditions, reading the traffic, need help notifications, using seat belts and applying safe braking distances.

Context of Assessment

This unit may be assessed on or off the job:

- Assessment should include practical demonstration either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area or area of responsibility
- Assessment of actual or simulated workplace application of driving skills.

Resource Implications

- Training and assessment must include the use of real vehicles in real or simulated driving conditions, situations and environments; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Observation of practical candidate performance
- Portfolio of records used to record maintenance provided, service requirements and vehicle usage
- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work

Key Competencies in this Unit		
<i>Level 1 = competence to undertake tasks effectively</i>		
<i>Level 2 = competence to manage tasks</i>		
<i>Level 3 = competence to use concepts for evaluating</i>		
Key Competencies	Level	Examples
Collecting, organising and analysing information	1	Gather information to assist in determining road and traffic conditions
Communicating ideas and information	1	Explain vehicle faults and problems to management or service technicians
Planning and organising activities	1	Plan the best route to take given conditions that apply at the time
Working with others and in teams	1	Drive safely and courteously in relation to other road users
Using mathematical ideas and techniques	1	Calculate distances and fuel consumption
Solving problems	1	Overcome delays, breakdowns and other road and vehicle related difficulties
Using technology	2	Drive vehicles; use the instruments within a vehicle