

Competency Standard

UNIT TITLE: DRIVE VARIOUS TYPES OF SERVICE VEHICLES		NOMINAL HOURS: 120
UNIT NUMBER: D2.TTG.CL3.09		
UNIT DESCRIPTOR: This unit deals with skills and knowledge required to drive tour support vehicles, such as light commercial vehicles and cars, 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 vehicles 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 service vehicles</p> <p>2.1 <i>Perform regular preventative maintenance and operational checks</i> of designated small 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 driving various types of service vehicles 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 vehicles (excluding buses/coaches) used by the employer to support the delivery of tours and/or transfers and may include:</p> <ul style="list-style-type: none"> • Cars • Four-wheel drives • Utilities • Light commercial vehicles, including those capable of carrying up to 12 people/passengers and/or up to 2 tons in weight and in line with the host countries rules and regulations. 	

<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 to head office about road and traffic conditions</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>	<p><i>Identify the driver's license(s)</i> will include:</p> <ul style="list-style-type: none"> • Contacting the relevant traffic authority 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 licenses, including age, previous experience, supplementary licenses • 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 ▪ Various weather conditions. <p><i>Undertake driver license assessment</i> may 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) • Meeting legislative requirements of the relevant country.
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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><i>Perform regular preventative maintenance and operational checks</i> should relate to conducting visual inspections of vehicles that may include:</p> <ul style="list-style-type: none"> • General vehicle inspection, including verifying required equipment, checking for leaks • Checking and topping up fluid levels: oil, transmission fluids, gearbox, radiator, windscreen washer, brake fluid • Checking tires, including tire pressures and spare tires, tread, damage inspection • Checking operation of all lights, including turning lights, brake lights, low beam and high beam headlights, driving lights, interior lights, internal safety lights, reversing lights • Checking cleanliness of glass, including windscreen, rear window(s), side windows, mirrors • Checking seat belts, including operational efficiency • Checking brakes, including brake pedal and slow-roll braking test • Checking communication facilities • 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. <p><i>Special checks and service</i> may relate to:</p> <ul style="list-style-type: none"> • 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 time 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.
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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 the terrain covered, passengers and cargo carried
- Recording issues that require attention
- Reporting issues to the appropriate person
- Obtaining scheduled maintenance, as required, while on tour.

Minor routine repairs may include:

- Replacement of blown globes, including turning lights, brake lights, low beam and high beam headlights, driving lights, interior lights, internal safety lights, reversing lights
- Replacement of broken fan belts
- Replacement of top and bottom radiator hose
- Changing spark or glow plugs
- Replacing air and fuel filter
- Replacement of blown fuse
- Replacement and re-alignment of external mirrors
- Replacement of 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.

Assess road conditions may relate to:

- Checking the route to be taken before commencing journey, including identification of potential hazards such as weather-related, terrain, changing conditions, road conditions

- Obtaining details in regard to 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 may relate to:

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

Factors that may cause delays or route deviations may include:

- Traffic accidents
- Floods
- 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 compliance with host country driving rules and regulations as well as demonstrated competency under normal driving conditions and touring conditions. Where off-road driving is required, it must be demonstrated which may include:

- Driving in sand
- Driving in mud
- Driving across rough terrain
- Driving up and down steep inclines
- Drive through water.

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
- Using all vehicle controls, instruments and indicators, including foot and hand operated controls
- Positioning and parking the vehicle
- Stopping the vehicle, including up hill, down hill and on level ground
- Defensive driving techniques, including speed control, safe lane changing, indicating intentions to other drivers, anticipating conditions, reading the traffic, 'need help' notifications, seat belts, safe braking distances.

Practices related to the towing of a trailer may 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
- Demonstrating performance with additional length to vehicle.

Reversing practices may include:

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

Parking and shutting down procedures may include:

- Bringing the vehicle to a complete stop
- Stopping the engine
- Applying park 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:

- 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.

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 vehicles, excluding buses/coaches
- Principles of safe, defensive and off-road driving
- Knowledge of local road conditions
- General mechanical ability
- Evidence of holding current and appropriate driver's license for the vehicle that is being driven
- Ability to read a map.

Linkages To Other Units

- Establish and maintain safe touring conditions
- Drive large tour buses or coaches
- Manage operational risk
- Maintain tourism vehicles in safe and clean operational condition
- Operate and maintain a 4-WD 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 and/or the road rules and regulations in which the service vehicles are being driven
- Proof of holding a current and valid driver's license to suit the vehicle and local legal requirements of the vehicle(s) being driven
- Demonstrated ability to perform required preventative maintenance and operational checks, as indicated on a supplied checklist, on a designated vehicle/s 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 vehicle 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 vehicle
- 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 vehicle 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
- 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.

Context of Assessment

Assessment must ensure:

- Actual workplace application of driving skills using a variety of vehicles and under various actual or simulated road conditions.

Resource Implications

- Training and assessment must include the use of real vehicles in real or simulated driving conditions, situations and environments.

Assessment Methods

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

- Observation of candidate practical performance

- Oral and written questions
- Third party reports completed by a supervisor
- Project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organising and analysing information	1	Gathering information to assist in determining road and traffic conditions
Communicating ideas and information	1	Explaining vehicle faults and problems to management or service technicians
Planning and organising activities	1	Planning the best route to take given conditions that apply at the time
Working with others and in teams	1	Driving safely and courteously with other road users
Using mathematical ideas and techniques	1	Calculating distances and fuel consumption
Solving problems	1	Overcoming delays, breakdown and other road and vehicle related difficulties
Using technology	2	Driving vehicles; using the instruments within a vehicle