

	Unit ID: 328
Domain	SAFARI AND TOUR OPERATIONS
Title:	Operate and maintain a tour vehicle as part of safari and tour operations
Level: 3	Credits: 10

Purpose

This unit standard specifies the competencies required to operate and maintain a tour vehicle in a hospitality safari establishment. It includes using the features of a 4x4 vehicle, conduct driving activities with minimal impact, recovering 4x4 vehicles, dealing with vehicle problems and performing maintenance and minor repairs on tour vehicles. This unit standard is intended for those who work in safari and tour operations in the hospitality and tourism industry.

Special Notes

1. Entry information

Prerequisite:

 - Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.
2. Assessment evidence may be collected from a real workplace, or simulated real workplace or an appropriate simulated realistic environment in which hospitality operations are carried out.
3. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with establishment procedures and manufacturer's instructions.
4. Tour vehicle may include but is not limited to 4x4 vehicles, diesel or petrol fuel, buses, kombis, sprinters.
5. Operators of tour vehicles must hold relevant valid driver's licenses.
6. *Safe working practices* include day to day observation of safety policies and procedures, legislative requirements and professional requirements.
7. '*Specifications*' refers to any, or all of the following: manufacturer's specifications and recommendations, establishment specific requirements.
8. Regulations and legislation relevant to this unit standard include the following:
 - Labour Act No 6, 1992
 - Namibia Tourism Board Act 21 of 2000
 - Road Traffic and Transport Act, No. 22 of 1999
 - Road Traffic & Transport Regulation of 2001
 - Occupational Health and Safety Regulations No.18, 1997
 and all subsequent amendments to any of the above.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and which comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority. All approved unit standards, qualifications and national assessment arrangements are available on the Namibia Training Authority website www.nta.com.na

Elements and Performance Criteria

Element 1: Drive a 4x4 vehicle responsibly

Range

4x4 vehicles may include but are not limited to diesel powered, petrol powered, made to manufacturer's standards, specially configured for touring, small capacity seated, multi seat vans, large or small coaches.

Terrain types may include but are not limited to steep inclines, very soft ground, rocky areas, high grass, sand, dunes, water crossings, mud.

Special features include but are not limited to power winching, visibility, speed.

Environmental impact includes but is not limited to noise, disturbance to wildlife and vegetation, waste, litter, visual disturbance.

Performance Criteria

- 1.1 Situations are identified where the engagement of 4x4 features is required in line with manufacturer's specifications.
- 1.2 4-wheel drive features are correctly engaged and disengaged when necessary, in line with manufacturer's specifications.
- 1.3 4x4 vehicles are operated safely both on and off road, to minimise risks to passengers in line with establishment procedures.
- 1.4 Guests are advised of any special safety precautions to be taken when traversing rough terrain in line with establishment procedures.
- 1.5 Special features of a 4x4 vehicle are used correctly, safely and responsibly to navigate a range of terrain types in line with manufacturer's specifications.
- 1.6 4x4 vehicle is driven in a manner that ensures minimal environmental impact in line with legislative and establishment procedures.
- 1.7 Any incidents are reported to relevant authorities in line with legislative and establishment procedures.

Element 2: Recover 4x4 vehicles

Range

Recovery techniques may involve winching, rocking, towing.

Performance Criteria

- 2.1 A range of techniques are used to correctly and safely recover vehicles in line with manufacturer's specifications.
- 2.2 Guest, driver and crew safety is considered throughout recovery exercise in line with establishment requirements.
- 2.3 Post-recovery repairs are performed or organised in line with establishment requirements.

Element 3: Deal with vehicle problems on tour

Range

Vehicle problems may include but are not limited to puncture, loss of power, insufficient fuel, steering problems, strange sounds, smoke, leaking fluids, overheating.

Communication with guests includes but is not limited to safety instructions and procedures.

Performance Criteria

- 3.1 Tour vehicle is safely maneuvered from road to ensure safety and road access in line with legislative and establishment procedures.
- 3.2 Passengers are reassured and informed of problem with vehicle in line with establishment procedures.
- 3.3 Troubleshooting is performed to identify possible cause of vehicle problem in line with manufacturer's specifications.
- 3.4 Communication with guests is maintained while problem is being attended to and safety and comfort of guests is prioritized in line with establishment procedures.
- 3.5 Options to solve problem with vehicle are considered and selected as required in line with establishment procedures.
- 3.6 Vehicle is repaired within scope of personal capability and establishment procedures or assistance is sought from appropriate service provider in line with company procedures.

Element 4: Perform basic maintenance and minor repairs on tour vehicle

Range

Maintenance items may include but are not limited to spare parts, lubricants, coolant, jack, tool kit, spare tyres, tow rope, tyre pump, warning signs.

Routine maintenance or repair tasks may include replacement of blown globes in vehicle lights, replacement of broken fan belt, replacement of blown fuse, door mirrors, repairs to rear tail-light lens, changing of tyres, repair of tyre punctures, replacement of broken coolant hose, dust in door locks and catches.

Minor routine servicing may include topping-up of water levels, replacement of oils, pump up tyres to required air pressure.

Lighting systems and signaling devices may include but are not limited to headlamps, rear lamps, stop lamps, number plate lamp, flashing type direction indicator lamps, hazard lamps.

Safety hazards may include but are not limited to environmental hazards (sand infiltration, high grass, water crossing), leaking oil and fuel, defective or inappropriately adjusted exhaust systems.

Performance Criteria

- 4.1 Maintenance items are selected and packed prior to tour departure in line with establishment procedures.
- 4.2 Vehicle is checked regularly prior to and during tour and routine maintenance or repair tasks performed as required in line with establishment procedures.
- 4.3 Basic vehicle faults are identified and components replaced or refitted as required using correct tools and following manufacturer's instructions and workplace procedures.
- 4.4 Tyres on vehicle are repaired or replaced following workplace procedures and manufacturer's instructions.
- 4.5 Worn brakes are identified and action taken in line with workplace procedures and manufacturer's specifications.
- 4.6 Lighting systems and signaling devices are checked for operation as required in line with manufacturer's specifications.
- 4.7 The need for more complex maintenance procedures is identified and the problem correctly referred in line with workplace procedures.
- 4.8 Appropriate technical feedback related to tour vehicle is provided to designated person in line with establishment procedures.
- 4.9 Faults which create safety hazards are identified and appropriate action is organised to remove the vehicle from operation pending repair in line with establishment procedures.

Registration Data

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