



Certificate III Driving Operations (Bus)

Course information booklet

Name of Registered Training Organisation	Ctrain	
Training delivered by	Transport Training and Planning	
Training package	Transport and Logistics	
Code	TLI	
Version	3.0	
Course code	TLI31216	
Qualification	Certificate III Driving Operations (Bus)	
Packaging rules	Core units	6
	Licencing elective	1
	Specialist electives	5
	General electives	6
	Total units	18

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Overview

The course is designed for people currently employed as bus drivers. The objective of the course is to improve driver performance, awareness and engagement.

Ctrain and Transport Training and Planning are committed to working with the bus industry to help plan and deliver customer focused public transport services, provided by well trained and engaged staff.

Unlike many providers offering this qualification, our training is specifically focussed on bus operations, not as an adjunct to a core truck and freight training business. Our training staff offer extensive and relevant experience in bus operations, service delivery and planning, and customer service.

Clients

The key clients for this qualification are bus companies offering their employees a traineeship, leading to a vocational qualification. By offering a paid training program, employers demonstrate a commitment to self-improvement for the employee, who in turn feels valued. With all bus companies facing issues of attracting and retaining staff, offering training in this qualification helps retain engaged and motivated staff, delivering quality service and customer experience.

Units of competency

The Core Units, Licencing and Specialist Electives are as prescribed in the packaging rules. The General Electives have been chosen in consultation with industry as the most suitable for client and industry needs.

All Units of competency in our course are listed in the table below.

National Unit Code	Unit Title	Unit type
TLID1001	Shift materials safely using manual handling methods	Core
TLIE1005	Carry out basic workplace calculations	Core
TLIF1001	Follow work health and safety procedures	Core
TLIF2010	Apply fatigue management strategies	Core
TLIH2001	Interpret road maps and navigate pre-determined routes	Core
TLIL1001	Complete workplace orientation/induction procedures	Core
TLIC3003	Drive medium rigid vehicle	Licencing
TLIB2004	Carry out vehicle inspection	Specialist
TLIC3011	Transport passengers with disabilities	Specialist
TLIC3042	Operate coach/bus	Specialist
TLIG2007	Work in a socially diverse environment	Specialist
TLII3009	Provide on-board services to customers	Specialist
TLIE1003	Participate in basic workplace communication	General
TLIG1001	Work effectively with others	General
TLIF2019	Ensure a safe on-board passenger and working environment	General
TLII1002	Apply customer service skills	General
TLIL4005	Apply conflict/grievance resolution strategies	General
TLI F2006	Apply accident – emergency procedures	General

Course structure

The course structure is based around four focus areas:

- ▶ Safety
- ▶ Customer
- ▶ Communications
- ▶ Workplace

Each Unit of Competency is assigned to a focus area. The focus areas are then delivered across four stages (induction, awareness, interacting, responding).

Stage 1 of the training can be delivered as part of the company induction process, and focuses primarily on Safety and the Workplace.

Later stages then build on the application of the knowledge and skills delivered through the training process. These later stages broaden and complement the on-going focus on safety and the workplace by introducing the subject areas of customer, and communications.

The practical Units of Competency (Drive MR vehicle; Operate coach/bus) are monitored and reported on across the duration of the course. The defensive driving elements of these units is a key focus of the safety training in Stage 1.

Each training stage with associated focus areas and Units of Competency is shown in the table below.

Stage	Focus area	Unit of Competency
1 Induction	Workplace	Complete workplace orientation/induction procedures Carry out basic workplace calculations Interpret road maps and navigate pre-determined routes Shift materials safely using manual handling methods
	Safety	Apply fatigue management strategies Follow work health and safety procedures Drive medium rigid vehicle; Operate coach/bus Carry out vehicle inspection
2 Awareness	Customer	Apply customer service skills Transport passengers with disabilities
	Communications	Participate in basic workplace communication
3 Interacting	Safety	Ensure a safe on-board passenger and working environment
	Customer	Provide on-board services to customers
	Communications	Work effectively with others
4 Responding	Safety	Apply accident – emergency procedures
	Customer	Work in a socially diverse environment
	Communications	Apply conflict/grievance resolution strategies

Training delivery

All units of competency are delivered through workplace based delivery in bus company training rooms, depots and vehicles.

Training delivery is designed to develop the knowledge and skills that underpin the designated units of competency.

Workshop training includes presentations, group work and discussion, brainstorming, activities and questions.

Workplace mentors are incorporated into the training program to help develop the knowledge and skills required for each unit of competency.

Each training session also includes assessment tasks.

One on one training is offered where the employer identifies that an individual may require additional support and training assistance.

Specific delivery plans, assessment plans and resource requirements are developed with each employer prior to course commencement.

Individual Units of Competency can be customised, singularly or in groups, as stand-alone training packages.

The number and composition of attendees in any training session can vary in accordance with individual and company requirements.

Duration

The course is delivered over two years, which allows for practical implementation, observation reports and one-on-one follow-ups between each training session.

Training can be half day or full day sessions, to match the operational requirements of each bus company, and to reflect the specific requirements for each Unit of Competency.

Course duration can also be tailored to specific company and/or individual requirements.

Assessment methodology

To be assessed as competent participants are required to provide evidence of their knowledge and skills relative to each Unit of Competency.

Assessment activities, questions and observations enable the collection of the necessary knowledge and performance evidence.

A student assessment plan outlines the assessment process, including assessment tools, instructions and performance standards.

A knowledge evidence summary collates the results from the various assessment tools.

Assessment activities

Assessment activities are included within the classroom based training to ensure that the participants have no requirement to undertake written assignments after the training session.

Progressive assessment provides opportunities for feedback and to reinforce the development of new skills.

Questions are predominantly multiple choice, or require single word or list type answers, directly relevant to the specific workplace environment.

All the non-practical assessment tasks can be completed and submitted in either hard copy or on line.

Workplace mentors also provide observational reports for practical on the job performance evidence associated with particular units of competency.

Knowledge and performance evidence is logged across all relevant Units of Competency. Feedback opportunities are provided to participants and to employers for each Unit of Competency.

Assessment validation

All assessment tasks are validated and mapped against the performance criteria, performance evidence and knowledge evidence for each Unit of Competency.

Assessment methods are confirmed and/or developed with each employer prior to course commencement.

The range of assessment tools is designed to support the collection of sufficient evidence that complies with the Rules of Evidence, i.e. that is valid, sufficient, current and authentic

Assessment tools are subject to continuous improvement and validation, both internally and from industry feedback.

Improvement and validation is captured in the validation plan, which outlines when assessment validations are to take place, who will conduct them, and how the outcomes are then documented and acted on.

Validation ensures that assessments actually assess what they are intended to assess, i.e.

- evidence relates directly to the requirements of the unit of competency, and supports demonstration of the outcomes, performance requirements, knowledge and skills necessary for competent performance.
- the collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied.
- evidence collected is current/recent.
- the evidence presented for assessment is the candidate's own work.

Resources

All units of competency are delivered through workplace based delivery in bus company premises.

Available resources are confirmed with each employer prior to course commencement.

Evidence matrix

The following matrix identifies the type of evidence that will be collected towards competency and to enable judgments to be made about students' competency in each unit.

Units of Competency

Shift materials safely using manual handling methods

Carry out basic workplace calculations

Follow work health and safety procedures

Apply fatigue management strategies

Interpret road maps and navigate pre-determined routes

Complete workplace orientation/induction procedures

Drive medium rigid vehicle

Carry out vehicle inspection

Transport passengers with disabilities

Operate coach/bus

Work in a socially diverse environment

Provide on-board services to customers

Participate in basic workplace communication

Work effectively with others

Ensure safe on-board passenger and working environment

Apply customer service skills

Apply conflict/grievance resolution strategies

Apply accident – emergency procedures

	Underpinning knowledge		Knowledge evidence		Performance evidence			
	Activities	Questions	Activities	Questions	Group workshop project	Practical assessment	Observation	3rd party report
Shift materials safely using manual handling methods	x	x	x	x	x		x	x
Carry out basic workplace calculations	x	x	x	x	x		x	x
Follow work health and safety procedures	x	x	x	x	x		x	x
Apply fatigue management strategies	x	x	x	x	x		x	x
Interpret road maps and navigate pre-determined routes	x	x	x	x	x		x	x
Complete workplace orientation/induction procedures	x	x	x	x	x		x	x
Drive medium rigid vehicle						x	x	x
Carry out vehicle inspection	x	x	x	x	x		x	x
Transport passengers with disabilities	x	x	x	x	x		x	x
Operate coach/bus						x	x	x
Work in a socially diverse environment	x	x	x	x	x		x	x
Provide on-board services to customers	x	x	x	x	x		x	x
Participate in basic workplace communication	x	x	x	x	x		x	x
Work effectively with others	x	x	x	x	x		x	x
Ensure safe on-board passenger and working environment	x	x	x	x	x		x	x
Apply customer service skills	x	x	x	x	x		x	x
Apply conflict/grievance resolution strategies	x	x	x	x	x		x	x
Apply accident – emergency procedures	x	x	x	x	x		x	x

Training staff

Michael Lister

Training and Assessment qualifications

Certificate IV in Training & Assessment - TAE40110

NSW Bus Driver Authority Training Certificate, 2016

Formal Qualifications

BSC Transport Planning and German, University of Aston (UK) 1988

Certificate of Transport Management, University of Sydney, 1996

Industry experience and relevant skills.

Michael offers 30 years' experience working in, with and for the public transport industry as a bus driver, roster clerk, senior service planner and senior transport planning consultant. He is committed to the development of quality public transport, delivered by engaged and well-trained staff.

Michael's skills include:

Presenting complex issues clearly and succinctly.

Developing training materials informed by safety and customer experience objectives, and bus operational requirements.

Sharing extensive knowledge and experience with others to promote workplace initiative, safety, inclusivity, pride and opportunity.

Positions held

Senior Transport Planning Consultant (Parsons Brinckerhoff, 2006 to 2017)

Senior Service Planner (Sydney Buses, 2000 to 2006)

Full time bus driver (United Kingdom and Australia, from 1988 to 2000)

Industry currency & professional development

Founder of Transport Training and Planning.

Deliverer of NSW Bus Driver Authority Training Course.

Casual bus driver (on-going) with public and private bus operators.

Partner Registered Training Organisation

We are pleased to deliver this course in partnership with Ctrain (R.T.O no. 91002). Ctrain has been a Registered Training Organisation (R.T.O) since 2004, focussing its efforts mainly on the delivery of the Certificate IV in training and assessment, starting with the BSZ40198, TAA40104 and TAE40110. Further information is available on the Ctrain website: www.ctrain.com.au

Next steps

1. Discuss with Transport Training and Planning your specific training requirements.
2. Your Training Plan is developed and presented to you for consideration. The Training Plan also includes fees and invoicing options.
3. Following acceptance of the Training Plan, participants enrol for the course through Ctrain (R.T.O no.91002)
4. Training timeline and course overview material is distributed.
5. Training begins.

