



Certification Journal



*Motor Carrier Passenger Council Of Canada
Conseil canadien du transport de passagers*

www.buscouncil.ca



CERTIFICATION JOURNAL

NAME _____

ADDRESS _____



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Canada

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Programme national d'accréditation
des fournisseurs de formation

Programme national d'agrément des
conducteurs d'autobus professionnels



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FOREWORD

Canadian bus operators are members of one of the most important workforces in the Canadian economy. But until now, there has not been a national designation to recognize your experience, dedication, and knowledge. That's about to change.

The Motor Carrier Passenger Council of Canada, working with unions, bus companies, associations, education institutions, government and individual operators from coast to coast, has developed an Accreditation Program for Company Training and a Certification Program that allows you to earn the designation "Certified Professional Bus Operator."

Being Certified may make it easier for you to relocate in Canada and work with another employer in the bus or motor coach industry. It also sets a professional standard for the next generation of bus operators and for the future of the industry.

Bottom line: Having a professional designation means four things:

- Respect for your job as a bus operator
- Credibility for the quality of the job you do
- Recognition for the training you have taken
- Pride in knowing you are a top professional

It's Time for Some Recognition!



ACKNOWLEDGEMENTS

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The Motor Carrier Passenger Council of Canada
9555 Yonge Street, Suite 306
Richmond Hill, ON L4C 9M5
E-mail: info@buscouncil.ca
Website: www.buscouncil.ca



Program at a Glance

Applicant for Certification

- Access Application Package
- Complete applicable areas of Certification Journal
- Complete Application Form
- Enclose applicable Fee
- Forward Application to MCPCC Secretariat

MCPCC Secretariat

- Receives Application
- Reviews Application for completeness
- Accepts or does not accept Application
- If accepted, Application is forwarded to AC Board for review
- If not accepted, Applicant is notified of necessary correctives

AC Board

- Receives Referred Applications
- Reviews Applications using specified criteria
- Recommends Applicant for Certification OR
- Finds Applicant does not meet criteria
- Notifies MCPCC of decision

MCPCC

- Awards Certification

MCPCC Secretariat

- Notifies Applicant if not approved
- Maintains records
- Administers Renewals, Revocations, Appeals and Fees

Legend

- MCPCC - Motor Carrier Passenger Council of Canada
- NOS - National Occupational Standards
- AC Board - Accreditation and Certification Board

Overview





1.0 Introduction

Certification is a professional designation for operators that says “I meet a level of professionalism through my knowledge, skills and experience. Being a Certified Professional Bus Operator means you have earned an industry-recognized credential through a formal process of assessment.”

This journal introduces you to the requirements and steps to be taken to receive this designation.

For further information on the Professional Bus Operator Certification Program, or information on the Motor Carrier Passenger Council of Canada, contact:

The Motor Carrier Passenger Council of Canada
9555 Yonge Street, Suite 306
Richmond Hill, ON L4C 9M5
E-mail: info@buscouncil.ca
Website: www.buscouncil.ca



2.0 Definitions

Accreditation and Certification Board (AC Board)	An MCPCC Committee established for the purpose of evaluating and recommending Applicants for Accreditation or Certification
Accredited Training Program	A complete Training Program (Employer and/or Institution) that has been reviewed by the AC Board and found to meet all benchmarked academic and practical criteria of the NOS
Applicant for Certification	A person with qualifying professional bus operator experience who has submitted an Application to the MCPCC for Certification
Certification Journal	A document encompassing an Applicant's self-assessment of his/her skills and abilities validated by an Evaluator(s) against the NOS
Certified Operator	A successful Applicant who received professional designation from the MCPCC on the recommendation of the AC Board
Eastern Canada	Newfoundland and Labrador, Nova Scotia, Prince Edward Island, New Brunswick, Quebec, and Ontario
Evaluator	A registered (with MCPCC) practitioner who has five years confirmed experience in training, supervising or performing responsibilities outlined in the NOS and who can attest that an Applicant for Certification has accomplished the required tasks competently
Grandparent Window	A specific time period (until December 31, 2012) within which Certification Applicants can achieve Certification via condensed qualifying criteria
National Occupational Standards (NOS)	The tasks, sub-tasks and body of knowledge and abilities set out in the MCPCC publication titled: National Occupational Standards for Professional Bus Operators
Registrar	Staff member of the MCPCC who is responsible for the administration of the Accreditation and Certification Programs
Secretariat	Administrative Office of the MCPCC
Western Canada	Nunavut, Northwest Territories, Yukon, Manitoba, Saskatchewan, Alberta, British Columbia



3.0 Objective

The objective of the Certification Program is to formally recognize the competency of licensed Professional Bus Operators through demonstrated knowledge, experience and abilities evaluated using the NOS.

4.0 Goals

The goals of the Program encompass the following:

- To have industry Training Providers commit to adopt the National Occupational Standards as the benchmark for Training Programs,
- To ensure practical National access to Accredited Certification Training
- To elevate “pride of profession” within the industry, and professional recognition externally

5.0 Scope

5.1 The Certification of Professional Bus Operators is Voluntary

5.2 Professional Bus Operator Certification shall be based on the NOS and reflect a combination of relevant work experience, knowledge and skill attainment. These will be documented through the use of a Certification Journal which will reference the National Occupational Standards and identify the mandatory tasks to be accomplished with competence.



6.0 Accreditation and Certification Board

The MCPCC shall appoint a standing committee to be known as the Accreditation and Certification Board (AC Board).

The AC Board will provide the broad industry acumen and technical expertise required to ensure the ongoing excellence of the Program.

The AC Board will have 19 members representing all sectors, labour and education.

7.0 Administration

7.1 The AC Board will be responsible for reviewing applications for certification and will respond with decisions to the MCPCC.

7.2 The AC Board will review, assess and respond to written complaints.

7.3 The AC Board will participate in all revocation decisions.

7.4 The MCPCC Secretariat will:

7.4.1 Provide the management and control function for all financial administration for the Programs and the AC Board.

7.4.2 Provide and maintain all literature, awards, certificates, records and accounts for the Programs and the AC Board.

7.4.3 Review Applications for completeness and Program conformity and make recommendations to the AC Board submitting appropriate documentation.

7.4.4 Provide all administrative, secretarial and logistical support required for the effectiveness of the Programs.

7.4.5 Initiate a comprehensive review of the NOS at three (3) year intervals.



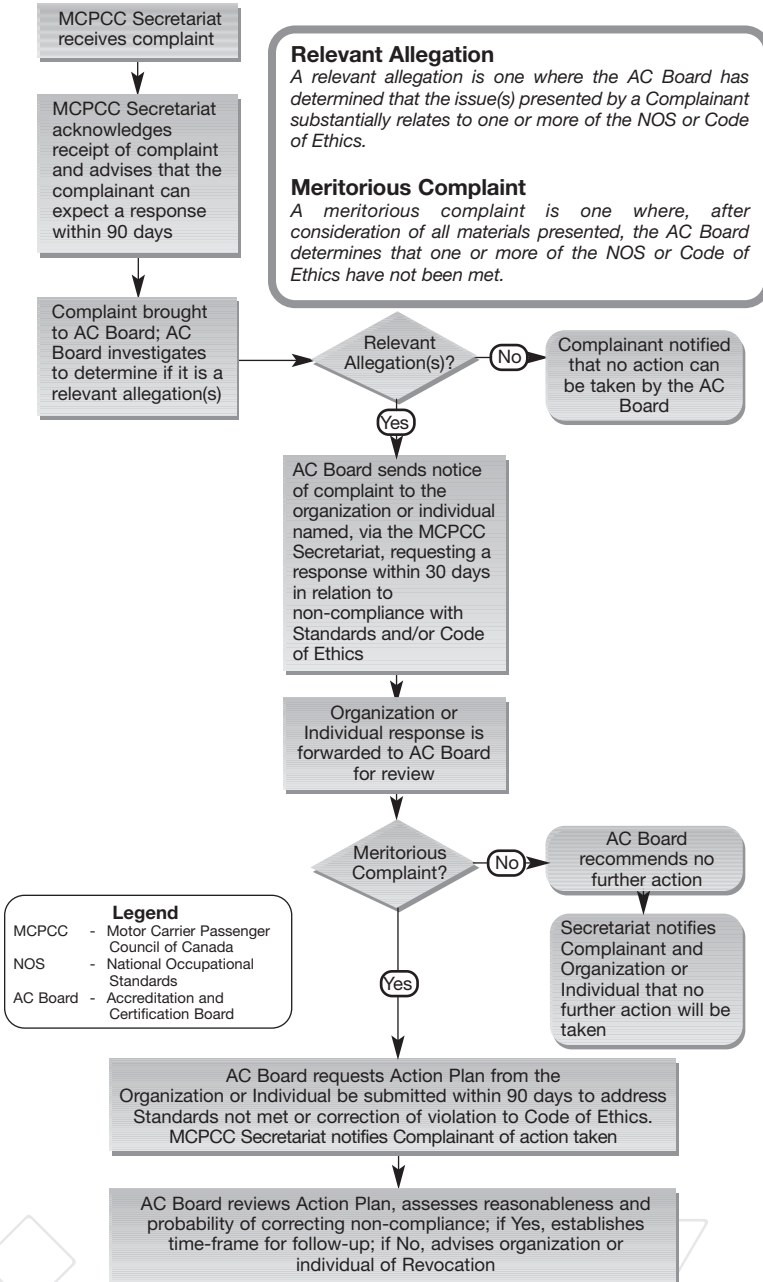
8.0 Complaint Policy

To ensure the continued excellence of the Programs, complaints will be considered by the AC Board under the following conditions:

- 8.1 Complaint must be in writing and signed.
- 8.2 Complaint must relate to non-compliance with the NOS and/or Code of Ethics.
- 8.3 Complaint must be substantiated with supporting evidence.
- 8.4 Failure to submit requested information or Action Plans within the time frame established may result in Revocation of designation.



COMPLAINT PROCESS





9.0 Renewal

Certified Professional Bus Operators will be required to renew their registration with the MCPCC under the following circumstances:

- When the NOS has changed thereby requiring a declaration of competency regarding the change(s).
- In accordance with the Certification Policy of the MCPCC.
- The Registrar will provide applicable documents and liaison when timely.

9.1 Revocation

Certification may be revoked for any of the following reasons:

- Loss of Driving License,
- Criminal Conviction,
- Substantiated flagrant or repetitive driving infractions suggesting an unfavourable pattern of driving performance,
- Non-compliance with the Code of Ethics,
- Non-payment of Certification Fees.

9.2 Appeal

9.2.1 An Applicant may appeal non-acceptance and has 30 days from receipt of Official Notice to do so. The Appeal is made in writing to the CEO of the MCPCC. The CEO of the MCPCC shall appoint an Appeals Adjudicator who is not part of the MCPCC. The Adjudicator's determination shall be made within 30 days of receipt thereof, shall be binding on all Parties and conveyed to all Parties in writing.

9.2.2 A Certified Bus Operator may appeal Revocation of Certification and has 30 days from receipt of Official Notice to do so. The Appeal is made in writing to the CEO of the MCPCC. The CEO of MCPCC shall appoint an Appeals Adjudicator who is not part of the MCPCC. The Adjudicator's determination shall be made within 30 days of receipt thereof, shall be binding on all Parties and conveyed to all Parties in writing.



9.2.3 If the Appeal is Upheld, the Appellant shall be immediately accepted/reinstated (as applicable) and all Parties officially notified by the MCPCC Secretariat.

9.2.4 If the Appeal is Denied, the Appellant may re-apply to the MCPCC Secretariat for acceptance/reinstatement (as applicable) following corrective action.

10.0 Subscription Fee

10.1 Subscriptions will be established and posted on the MCPCC's website. Information will be periodically reviewed by the MCPCC Board of Directors.



Steps To Certification





11.0 Steps to Certification

11.1 Requirements

CRITERIA	VALIDATION
Knowledge	1. Training received through an Accredited Training Program, OR 2. Evidence of completed training which meets the NOS.
Skills And Abilities	1. Holds an applicable valid driver's license for the sector to which Certification is being sought, AND 2. Completion of the Certification Journal duly authorized by a Registered Evaluator(s).
Experience	Three (3) years bus operator experience in a sector within a consecutive five-year period including the year of application.
Code of Ethics	Familiarity and conformity.



11.2 Grandparent Window - Available until December 31, 2012

1. Three (3) years bus operator experience within a consecutive five-year period including the year of application,
OR
2. For specialized active bus operations personnel (e.g. trainers, managers, safety, labour representatives) three (3) years career bus operator experience.
3. Completion of the Certification Journal duly authorized by a Registered Evaluator(s).
4. Familiarity and conformity with the Code of Ethics.

11.3 Evaluator

Skills and competencies outlined in the Certification Journal must be validated by a Registered Evaluator. A registration form is contained within the Certification Journal and can be downloaded from the MCPCC website or requested from the MCPCC office.

11.3.1 Qualifications

- Five years confirmed experience in training, supervising or performing responsibilities outlined in the NOS.
- No evidence of a conflict of interest with the Applicant.
- Registered with the MCPCC.
- Registration must be renewed every 3 years.

11.3.2 Evaluation

- An Applicant's skills and abilities will be evaluated by observation, interview and discussion.

11.3.3 Procedures

- Prior to evaluation, the Evaluator(s) will review the applicable tasks and sub-tasks contained in the NOS.
- Following the Applicant's Confirmation of Competency in a Block area, the Evaluator(s) shall validate the Applicant's declared competency in that area.
- The Registrar will provide applicable documents and liaison when timely.



*Shall strive to consistently follow the highest ethical, moral,
and legal standards of professional conduct*



*Shall recognize the responsibility for Public safety and protection of the
environment through the use of sound operational practices in the conduct
and representation of work undertaken*



*Shall not knowingly violate or cause to be violated any applicable
Federal, Provincial, and Municipal laws, regulations,
and requirements related to the conduct of business activities*



*Shall not knowingly permit any property including, but not limited to,
premises, vehicles, and equipment in his/her care to be used for
unlawful, immoral, or unauthorized purposes*



Shall commit to the values of respect for human dignity and human rights



*Shall not undertake or commit to perform services for which we/he/she
are/is not qualified and/or reasonably competent*



*Shall treat information obtained in the course of business as confidential,
and avoid or disclose any conflict of interest that might influence
personal actions or judgments*



*Shall not represent or engage in personal activities which could reasonably be
seen to diminish or conflict with the best interests of Industry professionalism,
including Accreditation and Certification designations*

Instructions





INSTRUCTIONS

1. Complete the Application for Certification Form (On-line application available).
2. Identify a qualified Evaluator. Upon accepting his/her assignment, each Evaluator must complete the Evaluator Registration Form.
3. All Applicants must complete the NOS Blocks covering the Core Areas A through E inclusive. In addition, the Applicant must complete the Specialty Block applicable to his/her selected sector (one of F to J).

Each Core Block plus the selected Specialty Block require knowledge, experience and competence validated by a Registered Evaluator. You may require more than one Evaluator to confirm your competency in the subject matter in any Block.



Applicant

Review the Tasks and Sub-tasks for each applicable Block. Assess your competency in performing all these Tasks and Sub-tasks. When satisfied that you can perform all areas competently, sign the Applicant Section for each Block.

Evaluator

- Complete and submit to the MCPCC the Application for Evaluator Registration. The MCPCC Registrar will notify Evaluators when approved.
- Prior to evaluation, the Evaluator(s) will review the applicable tasks and sub-tasks contained in the NOS.
- Following the Applicant's Confirmation of Competency in a Block area, the Evaluator(s) shall validate the Applicant's declared competency in that area.

NOTE: The Bus Operator Training History is *not* required if you are applying under the Grandparent Window.

The Bus Operator Training History includes a detailed account of training received relative to the Tasks and Sub-tasks in the NOS.



Forms



A larger format of these forms can be obtained from www.buscouncil.ca
or by contacting the MCPCC at 1-866-271-1107.



APPLICATION FOR CERTIFICATION

FORWARD TO MCPC:
Email: info@buscouncil.ca
Mail: 9555 Yonge Street,
Suite 306
Richmond Hill, ON
L4C 9M5
Fax: 905-884-8335

FOR INTERNAL USE ONLY
Certification No.

Signed Documents to be mailed

CATEGORY

Regular
Grandparent Window

ATTACHMENTS

Certification Journal
Copy of License
Application Fee

APPLICATION SECTOR

- Accessible Services Intercity School
 Tour/Charter Urban

Mr. Ms.

First Name: _____ Initial: _____ Last Name: _____

MAILING ADDRESS (HOME)

Address: _____ Home Phone: _____

City/Province: _____ Cell Phone: _____

Postal Code: _____ E-Mail: _____

LICENSE(S) HELD: (ATTACH COPY)

Province(s): _____ Class(es): _____ Endorsements: _____ Length: _____

EDUCATION (Optional)

- High School College / CEGEP University

PRESENT EMPLOYMENT

Company: _____

Address: _____

City/Province: _____ Postal Code: _____

Phone: _____ Fax: _____ E-Mail: _____

Current Position: _____ Full Time: Part Time:

Years Employed: _____ Total Bus Operator Experience: _____ Years

If further explanation is required, please attach to application.



APPLICATION FOR CERTIFICATION p.2

Applicant Name:

PRIOR EXPERIENCE AS A BUS OPERATOR

Company:	Position:
Address:	Starting: Ending:
Company:	Position:
Address:	Starting: Ending:
Company:	Position:
Address:	Starting: Ending:

PLEASE INDICATE WHERE YOU RECEIVED YOUR BUS OPERATOR TRAINING

Company:	Position:
Address:	Starting: Ending:
Company:	Position:
Address:	Starting: Ending:
Company:	Position:
Address:	Starting: Ending:

Applicant Declaration:

- I hereby declare that to the best of my knowledge and belief the information contained in my Application and supporting documents is accurate and complete. I authorize the Motor Carrier Passenger Council of Canada (MCPC) to make any inquiries necessary to verify the training and experience claimed or to otherwise assess this Application.
- I hereby declare that I have read, understand and commit to comply with the Code of Ethics.
- By my signature below, I authorize the MCPC and its employee(s), officers and agents acting on its behalf (hereinafter referred to collectively as "agent(s)"), to collect and use all information and particulars provided in and with this application to consider my credentials for certification. In processing this application, I understand that the MCPC and/or its agent(s) may confirm my employment and professional history and driving record, and I hereby authorize the MCPC, its agent(s) or any third party assisting the MCPC to do so. I also hereby authorize any third party, including but not limited to former and present employers, educators, trainers and referees, contacted by the MCPC or its agent(s) to disclose to the MCPC or its agent(s) any personal information reasonably sought by the MCPC or its agent(s) for the purposes of processing and considering this application. Any information collected will remain strictly confidential, and any personal information disclosed will be treated as confidential and private.

Applicant Signature:

Date:



APPLICATION FOR EVALUATOR REGISTRATION

APPLICATION SECTOR

- Accessible Services Intercity School
 Tour/Charter Urban

Present Employment

Name:	Position (Job Title):
Status: <input type="radio"/> Full Time <input type="radio"/> Part Time	Years Employed:
Company:	
Company Address:	
City / Town:	Province: Postal Code:
Telephone:	E-Mail:

Contact Information

Home Address:		
City / Town:	Province:	Postal Code:
Home Telephone:	E-Mail:	

Minimum Five (5) Years Experience in Training, Supervising or Performing Responsibilities outlined in the NOS

Company	Address	Position	Dates Employed

Applicant Declaration:

- I hereby declare that to the best of my knowledge and belief the information contained in my Application is accurate and complete. I authorize the Motor Carrier Passenger Council of Canada (MCPCC) to make any inquiries necessary to verify the experience claimed or to otherwise assess this Application.
- By my signature below, I authorize the MCPCC and its employee(s), officers and agents acting on its behalf (hereinafter referred to collectively as "agent(s)"), to collect and use all information and particulars provided in and with this application to consider my credentials for certification. In processing this application, I understand that the MCPCC and/or its agent(s) may confirm my employment and professional history and driving record, and I hereby authorize the MCPCC, its agent(s) or any third party assisting the MCPCC to do so. I also hereby authorize any third party, including but not limited to former and present employers, educators, trainers and referees, contacted by the MCPCC or its agent(s) to disclose to the MCPCC or its agent(s) any personal information reasonably sought by the MCPCC or its agent(s) for the purposes of processing and considering this application. Any information collected will remain strictly confidential, and any personal information disclosed will be treated as confidential and private.
- I give permission for my name and business contact information to be included in the MCPCC on-line directory.

Signature: _____

Date: _____



APPLICATION FOR EVALUATOR REGISTRATION

APPLICATION SECTOR

- Accessible Services Intercity School
 Tour/Charter Urban

Present Employment

Name:		Position (Job Title):	
Status:	<input type="radio"/> Full Time <input type="radio"/> Part Time	Years Employed:	
Company:			
Company Address:			
City / Town:		Province:	Postal Code:
Telephone:		E-Mail:	

Contact Information

Home Address:		
City / Town:		Postal Code:
Home Telephone:		E-Mail:

Minimum Five (5) Years Experience in Training, Supervising or Performing Responsibilities outlined in the NOS

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Name:	Position (Job Title):
Status: <input type="radio"/> Full Time <input type="radio"/> Part Time	Years Employed:
Company:	
Company Address:	
City / Town:	Province: Postal Code:
Telephone:	E-Mail:

Contact Information

Home Address:		
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- I give permission for my name and business contact information to be included in the MCPCC on-line directory.

Signature: _____ Date: _____



CONFIRMATIONS OF COMPETENCY

For use with one or more evaluator(s).

Applicant

I confirm that I have reviewed the NOS, all Blocks, Tasks, Sub-tasks and Supporting Knowledge and Abilities and that I am competent in performing the NOS Core Blocks A - E and the Specialty Block (s) checked.

Name: _____

Applicant
Signature: _____

Date: _____

Common Core Blocks

- Block A - Pre/Post Operations
- Block B - Vehicle Operations
- Block C - Customer Relations
- Block D - Administration
- Block E - Emergency Operations

Specialty Blocks

- Block F - Urban Operations
- Block G - School Bus Operations
- Block H - Intercity Operations
- Block I - Tour And Charter Operations
- Block J - Accessible Services Operations

Evaluator

I confirm that I have reviewed the NOS and have evaluated and validated the applicants competency in the NOS blocks checked.

Name: _____

Signature: _____

Date: _____

Common Core Blocks

- Block A - Pre/Post Operations
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- Block E - Emergency Operations

Specialty Blocks

- Block F - Urban Operations
- Block G - School Bus Operations
- Block H - Intercity Operations
- Block I - Tour And Charter Operations
- Block J - Accessible Services Operations

Evaluator

I confirm that I have reviewed the NOS and have evaluated and validated the applicants competency in the NOS blocks checked.

Name: _____

Signature: _____

Date: _____

Common Core Blocks

- Block A - Pre/Post Operations
- Block B - Vehicle Operations
- Block C - Customer Relations
- Block D - Administration
- Block E - Emergency Operations

Specialty Blocks

- Block F - Urban Operations
- Block G - School Bus Operations
- Block H - Intercity Operations
- Block I - Tour And Charter Operations
- Block J - Accessible Services Operations



CONFIRMATIONS OF COMPETENCY

For use with one or more evaluator(s).

Applicant

I confirm that I have reviewed the NOS, all Blocks, Tasks, Sub-tasks and Supporting Knowledge and Abilities and that I am competent in performing the NOS Core Blocks A - E and the Specialty Block (s) checked.

Name: _____

Applicant
Signature: _____

Date: _____

Common Core Blocks

- Block A - Pre/Post Operations
- Block B - Vehicle Operations
- Block C - Customer Relations
- Block D - Administration
- Block E - Emergency Operations

Specialty Blocks

- Block F - Urban Operations
- Block G - School Bus Operations
- Block H - Intercity Operations
- Block I - Tour And Charter Operations
- Block J - Accessible Services Operations

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Date: _____

Common Core Blocks

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- Block B - Vehicle Operations
- Block C - Customer Relations
- Block D - Administration
- Block E - Emergency Operations

Specialty Blocks

- Block F - Urban Operations
- Block G - School Bus Operations
- Block H - Intercity Operations
- Block I - Tour And Charter Operations
- Block J - Accessible Services Operations

Evaluator

I confirm that I have reviewed the NOS and have evaluated and validated the applicants competency in the NOS blocks checked.

Name: _____

Signature: _____

Date: _____

Common Core Blocks

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- Block B - Vehicle Operations
- Block C - Customer Relations
- Block D - Administration
- Block E - Emergency Operations

Specialty Blocks

- Block F - Urban Operations
- Block G - School Bus Operations
- Block H - Intercity Operations
- Block I - Tour And Charter Operations
- Block J - Accessible Services Operations

Evaluator

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Name: _____

Signature: _____

Date: _____

Common Core Blocks

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- Block B - Vehicle Operations
- Block C - Customer Relations
- Block D - Administration
- Block E - Emergency Operations

Specialty Blocks

- Block F - Urban Operations
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- Block H - Intercity Operations
- Block I - Tour And Charter Operations
- Block J - Accessible Services Operations



Common Core Blocks

Block A – Pre/Post Operations

Task 1 Checks in for Work

Sub-tasks

- 1.01 Reports to Dispatch
- 1.02 Reviews Driver Notices
- 1.03 Prepares work material

Task 2 Circle Checks Vehicle

Sub-tasks

- 2.01 Visually inspects vehicle
- 2.02 Starts vehicle
- 2.03 Checks vehicle systems
- 2.04 Personalizes vehicle driver area

Task 3 Conducts Post-operation procedures

Sub-tasks

- 3.01 Conducts post-trip inspection
- 3.02 Removes work-related materials
- 3.03 Checks out with dispatch (as required)

Block B – Vehicle Operations

Task 4 Drives Vehicle

Sub-tasks

- 4.01 Manoeuvres vehicle
- 4.02 Practices defensive driving techniques
- 4.03 Allows for weather and road conditions
- 4.04 Follows applicable Traffic Act
- 4.05 Assesses and monitors personal well-being
- 4.06 Assesses and monitors vehicle operating conditions

Task 5 Follows Safe Boarding and Exiting Procedures

Sub-tasks

- 5.01 Pulls into stop safely
- 5.02 Ensures all door areas are clear
- 5.03 Boards people with special needs
- 5.04 Ensures aisles are clear of items
- 5.06 Monitors stop areas
- 5.07 Merges safely into traffic

Task 6 Follows Schedule Guidelines

Sub-tasks

- 6.01 Monitors traffic and weather conditions
- 6.02 Monitors speed and time
- 6.03 Reports deviation from schedule to authorized personnel

Task 7 Ensures Passenger Comfort and Safety

Sub-tasks

- 7.01 Manages climate of vehicle
- 7.02 Ensures adequate interior lighting
- 7.03 Monitors vehicle-seating area
- 7.04 Considers passenger comfort when driving

Block C – Customer Relations

Task 8 Greets Passengers

Sub-tasks

- 8.01 Displays professional image
- 8.02 Acknowledges passengers

Task 9 Responds to Passenger Inquiries

Sub-tasks

- 9.01 Informs passengers of vehicle rules and regulations
- 9.02 Responds to questions from the public
- 9.03 Handles customer complaints
- 9.04 Accommodates passengers' special requests

Task 10 Deals with Difficult Situations

Sub-tasks

- 10.01 Informs Passengers of rules and regulations
- 10.02 Determines level of assistance required, and makes requests
- 10.03 Anticipates potential problems
- 10.04 Ensures safe discharge of disruptive passengers

Block D – Administration

Task 11 Relates to Others

- Sub-tasks
- 11.01 Communicates with dispatcher
 - 11.02 Communicates with other drivers
 - 11.03 Communicates with supervisors
 - 11.04 Communicates with maintenance personnel
 - 11.05 Communicates with job-related parties
 - 11.06 Follows applicable human rights legislation

Task 12 Prepares Reports

- Sub-tasks
- 12.01 Prepares pre-trip inspection reports (as required)
 - 12.02 Prepares incident reports
 - 12.03 Prepares payroll reports and time sheets
 - 12.04 Prepares accident reports
 - 12.05 Completes trip reports (as required)
 - 12.06 Completes logbook (as required)

Block E – Emergency Operations

Task 13 Deals with Passenger Emergencies

- Sub-tasks
- 13.01 Responds to medical emergencies
 - 13.02 Responds to emotional emergencies
 - 13.03 Responds to criminal emergencies

Task 14 Deals with Vehicle Emergencies

- Sub-tasks
- 14.01 Evacuates passengers (if required)
 - 14.02 Deals with mechanical failures
 - 14.03 Deals with environmental hazards
 - 14.04 Obtains assistance
 - 14.05 Deals with vehicle accidents
 - 14.06 Deals with fire

Task 15 Deals with Public Emergencies

- Sub-tasks
- 15.01 Responds to accidents
 - 15.02 Provides “Safe Haven” for those in need
 - 15.03 Participates in “road watch” or “neighbour-hood watch” programs



Specialty Blocks

Block F – Urban Operations

Task 16 Interacts with Urban Passengers

- Sub-tasks
- 16.01 Collects fares
 - 16.02 Receives, verifies and issues transfers
 - 16.03 Monitors passenger loads

Task 17 Manoeuvres Urban Vehicles

- Sub-tasks
- 17.01 Drives vehicle in congested situations
 - 17.02 Operates a wide variety of vehicles
 - 17.03 Follows scheduled routes

Block G – School Bus Operations

Task 18 Stops Vehicle

- Sub-tasks
- 18.01 Approaches stop
 - 18.02 Operates stop/warning lights
 - 18.03 Secures vehicle at stop

Task 19 Boards and Exits Students

- Sub-tasks
- 19.01 Advises students of safe road-crossing procedures
 - 19.02 Ensures all students have crossed road and boarded
 - 19.03 Ensures students exit at designated stop
 - 19.04 Ensures parent or guardian is present at stop if necessary
 - 19.05 Ensures students are out of "danger zone"
 - 19.06 Verifies that all students have exited

Task 20 Manages Students

- Sub-tasks
- 20.01 Ensures students are seated
 - 20.02 Maintains discipline

Block H – Intercity Operations

Task 21 Handles Luggage and Freight

- Sub-tasks
- 21.01 Handles dangerous goods
 - 21.02 Handles regular freight and luggage
 - 21.03 Tows freight trailers

Task 22 Interacts with Intercity Passengers

- Sub-tasks
- 22.01 Provides information on rest stops
 - 22.02 Provides information en route
 - 22.03 Ensures adequate supplies
 - 22.04 Deals with minors

Block I – Tour And Charter Operations

Task 23 Interacts with Tour and Charter Passengers

- Sub-tasks
- 23.01 Greets and orients passengers
 - 23.02 Points out sights of interest
 - 23.03 Responds to needs of tour passengers
 - 23.04 Organizes pick-up and drop-off of passengers

Task 24 Manoeuvres Tour Vehicle

- Sub-tasks
- 24.01 Prepares vehicle daily
 - 24.02 Operates passenger information and entertainment systems
 - 24.03 Drives in unfamiliar territory
 - 24.04 Ensures vehicle and passenger documentation

Block J – Accessible Services Operations

Task 25 Plans Route

Sub-tasks

- 25.01 Interprets schedule or run sheet
- 25.02 Coordinates with dispatch and other drivers
- 25.03 Selects most expedient route

Task 26 Assists Passengers to and from Seating

Sub-tasks

- 26.01 Provides door-to-door service
- 26.02 Ascertains level of assistance required
- 26.03 Provides appropriate assistance safely

Task 27 Manoeuvres Vehicle for Safe Access

Sub-tasks

- 27.01 Allows space for lifts
- 27.02 Backs vehicle

Task 28 Provides Attention to Special Needs

Sub-tasks

- 28.01 Establishes and maintains relationship with passengers and attendants
- 28.02 Maintains awareness of passenger safety and security
- 28.03 Monitors passengers for signs of distress
- 28.04 Deals with emergencies



BUS OPERATOR TRAINING HISTORY

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VERIFICATION ATTACHED
 (Certificates, transcripts,
 Employer Confirmation)

Yes No

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**NOS BLOCKS & BENCHMARK
 CURRICULUM**
 (Core Blocks A-E + one of F-J)

Block A – Pre/Post Operations

**Benchmark Curriculum
 Objective:**
 To familiarize the student with a
 typical vehicle, and introduce
 Operator responsibilities regarding
 vehicle condition, maintenance, and
 operations administration.

Scope:

- 1) **Vehicle Safe for Service
 Inspection:**
 Student determines vehicle is
 operable and fully functional.
 Covers knowledge, assessment,
 and monitoring of overall vehicle
 condition, instrumentation and
 controls, all operating systems,
 fluids, communications, safety
 and emergency equipment, fare
 media equipment(if applicable),
 vehicle housekeeping, and
 essential on board supplies.
- 2) **Administration: Module**
 introduces use of
 damage/deficiency reports, work
 orders, logs, schedules, routing,
 fare media (if applicable), codes
 and trip reports, and role of
 dispatcher
- 3) **Legislation and
 policies/procedures:** References
 those common to the Industry

TRAINING PROVIDER

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TRAINING COMPLETED
 (Courses, In-house, etc.)

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DATE COMPLETED

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**NOS BLOCKS & BENCHMARK
 CURRICULUM**
 (Core Blocks A-E + one of F-J)

**Block B – Vehicle
 Operations**

**Benchmark Curriculum
 Objective:**
 To expand practical student
 knowledge by correlating
 academic material with driving
 instruction in a training vehicle.

- Scope:**
- 1) Driver fitness and image.
 - 2) Driving Skills. Safe and defensive driving techniques. Hazard recognition and correctives. Operating systems monitoring and trouble shooting. Schedule conformity. Related passenger communications.
 - 3) Passenger Safety. Accessibility and safety features. Passenger management. Safe boarding/exiting. Special Needs Passenger recognition, service and security. Passenger and interior monitoring.
 - 4) Luggage & Freight. Safe secure handling including dangerous/hazardous goods.
 - 5) References related Legislation and commonly applicable policies/procedures.

TRAINING PROVIDER

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TRAINING COMPLETED
 (Courses, In-house, etc.)

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DATE COMPLETED

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**NOS BLOCKS & BENCHMARK
 CURRICULUM**
 (Core Blocks A-E + one of F-J)

**Block C – Customer
 Relations**

**Benchmark Curriculum
 Objective:**
 To teach the student how image,
 self confidence, knowledge,
 sensitivity, and diplomacy can be
 expected to produce superior
 customer satisfaction and diffuse
 most difficult situations.

Scope:

- 1) Image counseling.
- 2) Expected services
 knowledge.
- 3) Providing service to special
 passengers.
- 4) People skills. Special request
 and complaint handling.
 Problem solving. Conflict
 resolution. Potential incident
 recognition and control.
 Rules/regulations
 enforcement. Policy, legal
 and third-party assistance
 options.
- 5) Related Legislation and
 common policies/procedures.

TRAINING PROVIDER

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TRAINING COMPLETED
 (Courses, In-house, etc.)

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**NOS BLOCKS & BENCHMARK
 CURRICULUM**
 (Core Blocks A-E + one of F-J)

Block D- Administration

**Benchmark Curriculum
 Objective:**
 To instruct the student in basic
 technical, documentation, and
 interpersonal activities of an
 administrative nature common to
 the Industry.

- Scope:**
- 1) Technical. Basic computer skills and radio-communications techniques.
 - 2) Reports. Inspections, defects, accidents, emergencies, incidents, expenses, payrolls, time sheets, trip reports, logs, waybills, and cross-border documentation.
 - 3) Interpersonal. Establishment/maintenance of appropriate internal/external interface. References related social, cultural, Corporate-norm, and Legislated guidelines.

TRAINING PROVIDER

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TRAINING COMPLETED
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NOS BLOCKS & BENCHMARK CURRICULUM
 (Core Blocks A-E + one of F-J)

Block E – Emergency Operations

Benchmark Curriculum Objective:
 To communicate the importance of knowledge-based self-confidence and self-reliance in emergency situations as the basis for exercising sound judgment while maintaining calm control.

Scope:
 Teaches student how to prioritize passenger safety and welfare. Encompasses accident, medical, emotional, fire, criminal, mechanical, environmental, and Public emergencies; “Safe Haven” concept; “Watch” programs assistance; safe vehicle evacuation; and recognition of when/how to access professional help. Relates content to legal rights and responsibilities, and representative Industry policies.

TRAINING PROVIDER

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TRAINING COMPLETED
 (Courses, In-house, etc.)

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DATE COMPLETED

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**NOS BLOCKS & BENCHMARK
 CURRICULUM**
 (Core Blocks A-E + one of F-J)

**Block F – Urban
 Operations**

Benchmark Curriculum

- Legal responsibilities of urban bus operators
- Fare structure, policy, Fare media
- Collecting and handling money
- Issuing and validating transfers
- Boarding and exiting passengers (standing/seating rules, embarking/debarking rules, load limits, operation of doors, boarding safety)
- City driving (following prescribed route, maintaining schedules, stopping, starting and merging)

TRAINING PROVIDER

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**NOS BLOCKS & BENCHMARK
 CURRICULUM**
 (Core Blocks A-E + one of F-J)

Block G – School Bus Operations

Benchmark Curriculum

- Legal responsibilities of school bus operators
- Provincial/municipal Traffic acts pertinent to school busses (signalling, warning lights, stopping, stop arms, crossing gates, railway crossings)
- Stopping procedures (safety, signalling, danger zone, student management)
- Stop security (traffic not obeying warning signs, students crossing road, monitoring students at stop)
- Boarding students
- Student seating policy
- Managing student passengers (disruptive behavior, bullying, etc.)
- Relating to students (respect, trust, tact, etc.)
- Disembarking students (danger zone, traffic control)
- Post trip check (all students exited, left student property, etc.)

TRAINING PROVIDER

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**NOS BLOCKS & BENCHMARK
 CURRICULUM**
 (Core Blocks A-E + one of F-J)

**Block H – Intercity
 Operations**

Benchmark Curriculum

- Legal responsibilities of intercity operators
- Dangerous goods legislation (WHIMIS, identification handling)
- Luggage and freight (identification, weights, lifting guidelines, fares and tariffs)
- Boarding intercity passengers (greeting, documentation)
- Passenger orientation (safety, route, schedule, stops, on-board amenities)
- Rest stop procedures (driver responsibility, passenger information, departure times, passenger count)
- En route communications (up-coming stops, connection information)
- Inventory control
- Post trip procedures (reporting, all passengers exited, lost property, preparation for next trip)

TRAINING PROVIDER

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TRAINING COMPLETED
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**NOS BLOCKS & BENCHMARK
 CURRICULUM**
 (Core Blocks A-E + one of F-J)

**Block I – Tour And Charter
 Operations**

Benchmark Curriculum

- Legal responsibilities of tour/charter operators
- Boarding Tour/charter passengers (greeting, documentation)
- Passenger orientation (safety, route, schedule, seating, stops, on-board amenities)
- Hospitality (passenger comfort, entertainment, information, special needs)
- Managing tour passengers (lost property, complaints, missing passengers, special needs, assistance after hours service)
- Overnight procedures (hotel, luggage, meals, bus preparation, security)
- Departure procedures (pick-ups, luggage)
- Tour site protocol (orientation, drop-off, security, passenger questions, parking, pick-up)
- Tour Guide interaction

TRAINING PROVIDER

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**NOS BLOCKS & BENCHMARK
 CURRICULUM**
 (Core Blocks A-E + one of F-J)

**Block J – Accessible
 Services Operations**

- Benchmark Curriculum**
- Legal responsibilities of accessible service operations
 - Emergency Response (First Aid, Medical, Accident, Emotional assistance)
 - Managing special needs passengers (assisting, seating, monitoring)
 - Route planning
 - Accessible bus features (ramps, lifts, tie-down)

TRAINING PROVIDER

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TRAINING COMPLETED
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