

Accreditation of Bus Operator Training Programs “BENCHMARK” CURRICULUM

Overview:

The primary objective of this benchmark curriculum is to provide a template to assist companies in the review and self-assessment of their training program for MCPCC accreditation.

The course of study encompasses a broad range of Technical, Business, and Social classroom and field instruction and is based on the National Occupational Standards for Professional Bus Operator.

Each module includes driving instruction (vehicle familiarization and operation).

Common Core Credit modules apply to all Industry sectors (Urban, Intercity, School, Tour & Charter, and Accessible Services). The Core Curriculum must be supplemented by one Sector Credit module in the area of intended focus.

The Common Core Credit modules are:

- Pre/Post Operations
- Vehicle Operations
- Customer/Public Relations
- Administration
- Emergency Operations
- Legislation & Regulations



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CORE CREDIT MODULES

NOS BLOCK A - PRE/POST OPERATIONS

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

3. References related Legislation and policies/procedures common to the industry

Courses and Topics

Vehicle Mechanical Systems Classroom/Field Instruction	Preparation for Service Field Instruction	Starting Field Instruction
Types of buses	Role of Dispatcher	Operating controls
Overview of bus systems	Driver notices documentation (forms, logbook, records)	Driver personal adjustments (seats, mirrors, etc.)
Air brake systems	Supplies	Starting procedures
Electrical systems	Vehicle inspection (circle check, interior, safety)	Gauge checks (fuel, temperature, oil pressure, etc.)
Fluid systems	Safety equipment	System checks (brakes, doors, communication, etc.)
Operator controls	Fluids	



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NOS BLOCK B - VEHICLE OPERATIONS

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.



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Courses and Topics

Defensive Driving Techniques (Theory) Classroom Instruction	Operating Vehicle Field Instruction	Defensive Driving Techniques (Practical) Field Instruction
Causes of accidents	Maneuvering (pulling out, gear changing, braking, turning, backing, etc.)	Following distances
Rail crossings	City driving (turning, stopping and starting on hills, parking on grade, etc.)	Stopping distances
Intersections and crosswalks	Highway driving (speed, lane changing, merging, exiting, etc.)	Safety cushion
School zones	Driving under adverse conditions (snow, rain, fog etc.)	Anticipating other's actions
Safe following distances	Ongoing monitoring of vehicle (warning lights, gauges, mechanical abnormalities)	Use of mirrors
Anticipation of hazards		
Awareness of other drivers		
Use of mirrors		
Use of signals		
Effects of personal well-being (stress, fatigue) on safe driving		
Boarding and Exiting Passengers Field Instruction	Special Needs Passengers Classroom/Field Instruction	Driving Passengers Field Instruction
Signaling	Identification of Special Needs Passengers	Schedules
Stopping at curb	Bus Features for special needs passengers (kneeling, ramps, lifts)	Passenger comfort
Hazards at stop	Securing wheelchairs	Lighting, climate controls
Door controls	Assisting other special needs passengers	Monitoring passengers while driving
Passenger monitoring mirrors		
Aisle/door clearing		
Passenger safety		
Door closing procedures (checking for clearance, intending passengers)		
Merging into traffic (blind spots, signaling, judging speed and distance of oncoming traffic, etc.)		



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NOS Block C - Customer and Public Relations

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. Risk assessment and 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.

Courses and Topics

Customer Relations Classroom Instruction/simulation/role plays
Professionalism (uniform, hygiene, grooming)
Greeting passengers (attitude, demeanor, body language, etc.)
Communicating with passengers (answering questions, informing of rules, special requests)
Dealing with difficult passengers and situations
Assisting passengers
Handling complaints
Active listening



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NOS Block D - Administration

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.

Courses and Topics

Company Policies and Procedures Classroom Instruction
Dress code
Alcohol and Drug policy
Check-in Procedures
Bus inspection procedures
Record keeping (forms, reports, logbook etc.)
Radio operations
Schedule and Route Instructions
Special needs passengers policy and procedures
Accessibility practices
Emergency procedures
Check-out procedures



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NOS Block E - Emergency Operations

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.

Courses and Topics

Classroom Instruction/simulation/role plays

Importance of record keeping and reporting in emergency situations

Passenger medical and emotional emergencies (responding, getting help, rights and responsibilities)

Criminal emergencies (hold-ups, bomb threats, hostage, etc.)

Mechanical failures (securing vehicle, flares, emergency equipment, reporting)

Fire (types, extinguishers)

Accidents (own vehicle, other vehicles)

Passenger evacuation



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Legislation and Regulations

Objective:

To introduce the student to the broad spectrum of Legislation and related controls which apply to the motor carrier passenger industry, particularly as applicable to the Operator’s role.

Scope

Encompasses National, Provincial, Municipal, and cross-border (USA) content

Courses and Topics

Classroom Instruction/simulation/role plays
Accident Regulations and Police Requirements
Cross-Border Regulations/Documentation
Drug and Alcohol Legislation
Environmental Regulations
Hazardous Materials
Highway Traffic Acts
Human Rights Legislation
Licensing Requirements
Load Regulations
Logbook Regulations
Medical Requirements
Motor Vehicle Acts
Privacy Act
Safety Codes
School Bus Legislation

Legal Rights/Responsibilities

Operations and Emergencies

Urban and Rural Bylaws

