



7 ~~WZ~~ Z P ~~VI~~ S) \ Z  
6 WL YH [ V YZ





# CERTIFICATION JOURNAL

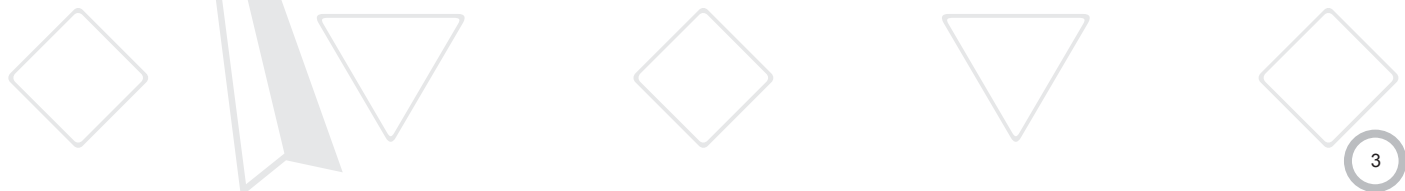
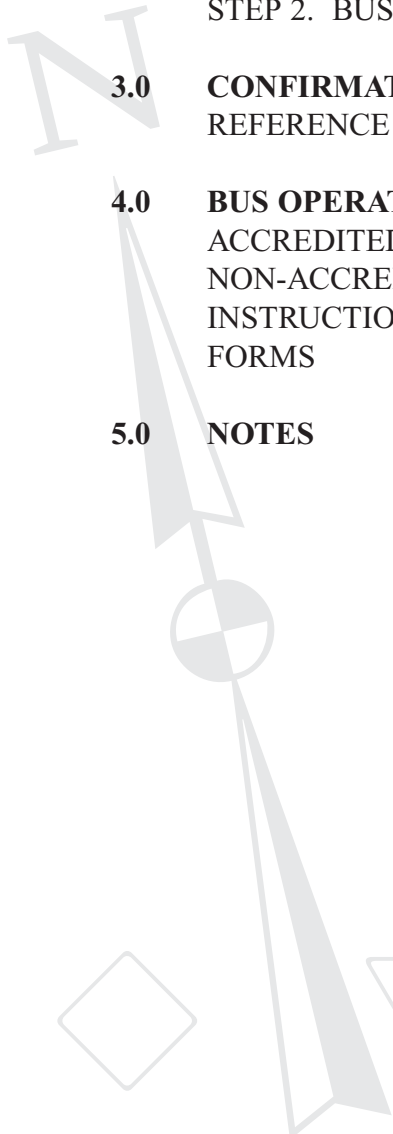
NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_



<b>1.0</b>	<b>INTRODUCTION</b>	<b>5</b>
<b>2.0</b>	<b>INSTRUCTIONS</b>	<b>7</b>
	STEP 1. CONFIRMATIONS OF COMPETENCY	7
	A. REQUIREMENTS	7
	B. PROCEDURE	8
	FORMS - APPLICATION FOR EVALUATOR REGISTRATION	9-11
	STEP 2. BUS OPERATOR TRAINING HISTORY	12
<b>3.0</b>	<b>CONFIRMATIONS OF COMPETENCY FORM(S)</b>	<b>14-15</b>
	REFERENCE – NOS	16
<b>4.0</b>	<b>BUS OPERATOR TRAINING HISTORY</b>	<b>18</b>
	ACCREDITED PROGRAMS	18
	NON-ACCREDITED TRAINING	19
	INSTRUCTIONS	19
	FORMS	20-29
<b>5.0</b>	<b>NOTES</b>	<b>30-31</b>



# 1

## Introduction





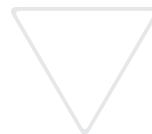
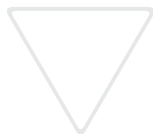
## Introduction

This Journal forms part of the Certification Application process for individual applications and encompasses self-assessment of an Applicant's knowledge, skills and abilities validated by a Registered Evaluator(s) against the National Occupational Standards.

For more 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, Ontario L4C 9M5

E-mail: [info@buscouncil.ca](mailto:info@buscouncil.ca)  
Website: [www.buscouncil.ca](http://www.buscouncil.ca)



# 2

## Instructions





## INSTRUCTIONS

### Applicants

There are two areas of the Certification Journal:

1. Confirmations of Competency
2. Bus Operator Training History

### Step 1. Confirmations Of Competency

#### A. Requirements

- 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. It is the Applicant's responsibility to identify his/her Evaluator(s) who can validate his/her knowledge, experience and competency in each NOS Block. You may require more than one Evaluator to confirm your competency in the subject matter in any Block. Upon accepting his/her assignment, each Evaluator must complete the Evaluator Registration



Form. The Journal provides Registration Forms for three Evaluators. Additional Forms, if required, are available through the MCPCC website or Office.

- Evaluators must have the following **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

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

## **B. Procedure**

### **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.





**APPLICATION FOR EVALUATOR REGISTRATION**

Date of Completion of the E-Tutorial with MCPCC: \_\_\_\_\_ - Registration No. \_\_\_\_\_

**Present Employment**

Name: \_\_\_\_\_

Position (Job Title): \_\_\_\_\_ Status:  Full Time  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**

Date of Completion of the E-Tutorial with MCPCC: \_\_\_\_\_ - Registration No. \_\_\_\_\_

**Present Employment**

Name: \_\_\_\_\_

Position (Job Title): \_\_\_\_\_ Status:  Full Time  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**

Date of Completion of the E-Tutorial with MCPCC: \_\_\_\_\_ - Registration No. \_\_\_\_\_

**Present Employment**

Name: \_\_\_\_\_

Position (Job Title): \_\_\_\_\_ Status:  Full Time  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: \_\_\_\_\_



## Step 2: Bus Operator Training History

This area is to be completed by Regular Applicants who have not received training from an Accredited Program. It will include a detailed account of training received relative to the Tasks and Sub-tasks in the National Occupational Standards.

# 3

## Confirmations of Competency

Form(s)





**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: \_\_\_\_\_

Evaluator 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: \_\_\_\_\_

Evaluator 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: \_\_\_\_\_

Evaluator 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



## Common Core Blocks

<p><b>Block A – Pre/Post Operations</b></p> <p><b>Task 1 Checks in for Work</b> Sub-tasks 1.01 Reports to Dispatch 1.02 Reviews Driver Notices 1.03 Prepares work material</p> <p><b>Task 2 Circle Checks Vehicle</b> Sub-tasks 2.01 Visually inspects vehicle 2.02 Starts vehicle 2.03 Checks vehicle systems 2.04 Personalizes vehicle driver area</p> <p><b>Task 3 Conducts Post-operation procedures</b> Sub-tasks 3.01 Conducts post-trip inspection 3.02 Removes work-related materials 3.03 Checks out with dispatch (as required)</p>	<p><b>Block B – Vehicle Operations</b></p> <p><b>Task 4 Drives Vehicle</b> 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</p> <p><b>Task 5 Follows Safe Boarding and Exiting Procedures</b> 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 5.05 Ensures passengers are secured 5.06 Monitors stop areas</p> <p><b>Task 6 Follows Schedule Guidelines</b> Sub-tasks 6.01 Monitors traffic and weather conditions 6.02 Monitors speed and time 6.03 Reports deviation from schedule to authorized personnel 6.04 Responds to schedule adjustments</p>	<p><b>Block C – Customer Relations</b></p> <p><b>Task 8 Greets Passengers</b> Sub-tasks 8.01 Displays professional image 8.02 Acknowledges passengers</p> <p><b>Task 9 Responds to Passenger Inquiries</b> 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</p> <p><b>Task 10 Deals with Difficult Situations</b> Sub-tasks 10.01 Anticipates potential problems 10.02 Determines level of assistance required 10.03 Informs Passengers of rules and regulations 10.04 Ensures safe discharge of disruptive passengers</p>	<p><b>Block D – Administration</b></p> <p><b>Task 11 Relates to Others</b> Sub-tasks 11.01 Communicates with dispatcher 11.02 Communicates with other road users 11.03 Communicates with supervisors 11.04 Communicates with maintenance personnel 11.05 Communicates with job-related stakeholders 11.06 Follows guidelines applicable to communications</p> <p><b>Task 12 Prepares Reports</b> 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 12.06 Completes logbook</p>	<p><b>Block E – Emergency Operations</b></p> <p><b>Task 13 Deals with Passenger Emergencies</b> Sub-tasks 13.01 Anticipates passenger emergencies 13.02 Responds to medical emergencies 13.03 Responds to disruptive behaviour emergencies 13.04 Responds to Criminal emergencies</p> <p><b>Task 14 Deals with Vehicle Emergencies</b> Sub-tasks 14.01 Evacuates passengers 14.02 Deals with system failures 14.03 Deals with environmental hazards 14.04 Obtains assistance 14.05 Deals with vehicle accidents 14.06 Deals with fire</p> <p><b>Task 15 Deals with Public Emergencies</b> Sub-tasks 15.01 Responds to accidents 15.02 Provides "Safe Haven" for those in need 15.03 Participates in "road watch" or "neighbourhood watch"</p>
---	---	---	---	---

### 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
- 7.05 Monitors people with special needs



## 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
- 16.04 Monitors entrances and exits

### Block G – School Bus Operations

#### Task 18 Follows Stopping Procedure

- Sub-tasks
- 18.01 Approaches stop
- 18.02 Deploys stop arm and crossing gate
- 18.03 Secures vehicle at stop

### Block H – Intercity Operations

#### Task 21 Interacts with Intercity Passengers

- Sub-tasks
- 21.01 Provides information on rest stops
- 21.02 Provides information en-route
- 21.03 Ensures adequate supplies
- 21.04 Deals with minors
- 21.05 Ensures vehicle and passenger documentation

### 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 passengers

### 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 operators
- 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 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

### 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

### Task 22 Handles Luggage and Freight

- Sub-tasks
- 22.01 Handles regular freight and luggage
- 22.02 Tows freight trailers

### 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 checks are completed

### 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 professional relationships with passengers and attendants
- 28.02 Maintains awareness of passenger safety and security
- 28.03 Monitors passengers for signs of distress

### Task 20 Manages Students

- Sub-tasks
- 20.01 Ensures students are seated
- 20.02 Maintains discipline
- 20.03 Manages special needs students



# N 4

# Bus Operator Training History





*This section is only required for individual applicant whose company has not received accreditation of their training program.*

## **Bus Operator Training History**

The Certification Program recognizes the thorough and demanding training necessary for a Professional Bus Operator to deliver optimal performance against the National Occupational Standards. This is why the MCPCC has instituted an Accreditation Program to support Professional Certification.

Training Providers have an opportunity to have their Programs reviewed by the AC Board and be awarded the Accreditation Certificate. This means that the complete training program developed and delivered by the Training Provider conforms to the National Occupational Standards.

## **Accredited Programs**

A list of Accredited Programs is available on the MCPCC Certification website, or by contacting the MCPCC office.



If you have completed the Training Program from an organization that has applied for and received Accreditation from the MCPCC you are only required to confirm this on your application.

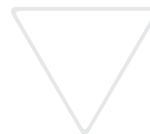
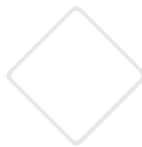
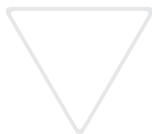
## Non-Accredited Training

Like Certification, the Accreditation Program is voluntary. Therefore, if an organization has not applied for or received MCPCC Accreditation you still have an opportunity to receive the individual Bus Operator Certification. In this case, you must complete the Bus Operator Training History.

## Instructions

On the pages following, list source(s) and attach verification of all Training received that relates to the NOS Blocks A-E, plus a minimum of one of F-J.

Verification may include training certificates, transcripts and employer confirmation.





**BUS OPERATOR TRAINING HISTORY**

**VERIFICATION ATTACHED**  
(Certificates, transcripts,  
Employer Confirmation)

Yes  No

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

**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



**BUS OPERATOR TRAINING HISTORY**

**VERIFICATION ATTACHED**  
 (Certificates, transcripts,  
 Employer Confirmation)

Yes  No

**TRAINING PROVIDER**

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

**DATE COMPLETED**

**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.



**BUS OPERATOR TRAINING HISTORY**

**VERIFICATION ATTACHED**  
 (Certificates, transcripts,  
 Employer Confirmation)

Yes  No

**TRAINING PROVIDER**

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

**DATE COMPLETED**

**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.



**BUS OPERATOR TRAINING HISTORY**

**VERIFICATION ATTACHED**  
 (Certificates, transcripts,  
 Employer Confirmation)

Yes  No

**TRAINING PROVIDER**

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

**DATE COMPLETED**

**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.



**BUS OPERATOR TRAINING HISTORY**

**VERIFICATION ATTACHED**  
(Certificates, transcripts,  
Employer Confirmation)

Yes  No

**TRAINING PROVIDER**

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

**DATE COMPLETED**

**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.





**BUS OPERATOR TRAINING HISTORY**

**VERIFICATION ATTACHED**  
(Certificates, transcripts,  
Employer Confirmation)

Yes  No

**TRAINING PROVIDER**

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

**DATE COMPLETED**

**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)



**BUS OPERATOR TRAINING HISTORY**

**VERIFICATION ATTACHED**  
 (Certificates, transcripts,  
 Employer Confirmation)

Yes  No

**TRAINING PROVIDER**

**DATE COMPLETED**

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

**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.)



**BUS OPERATOR TRAINING HISTORY**

**VERIFICATION ATTACHED**  
 (Certificates, transcripts,  
 Employer Confirmation)

Yes  No

**TRAINING PROVIDER**

**DATE COMPLETED**

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

**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 (WHMIS, 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)



**BUS OPERATOR TRAINING HISTORY**

**VERIFICATION ATTACHED**  
(Certificates, transcripts,  
Employer Confirmation)

Yes  No

**TRAINING PROVIDER**

**DATE COMPLETED**

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

**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



## BUS OPERATOR TRAINING HISTORY

VERIFICATION ATTACHED  
(Certificates, transcripts,  
Employer Confirmation)

Yes  No

TRAINING PROVIDER

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

DATE COMPLETED

### 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)



## 5.0 NOTES

---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



---



## NOTES

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

