



# A smarter future

Our consultants can work with you to identify essential skills needed by your workforce and design a training solution to drive your business forward across business sectors that include:

- > Business Services
- > Competitive Systems & Practices
- > Management
- > Manufacturing
- > Printing & Graphic Arts
- > Retail Services
- > Sales & Customer Service
- > Transport & Logistics

For more information, visit Spectra Training Australia at [www.spectra.edu.au](http://www.spectra.edu.au) or phone our friendly team on **03 9292 8000** or email [info@spectra.edu.au](mailto:info@spectra.edu.au)

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# Certificate III in Driving Operations – Bus

TLI31216 CERTIFICATE III IN DRIVING OPERATIONS – BUS



#### Course Overview

This program includes core skills such as workplace health and safety, fatigue management, route navigation, manual handling and basic calculations. Each program, depending on the specialisation of the organisation, includes content specific to the type of transport vehicle being operated and the freight being transported.

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# Driving Operations

## Bus

### The Spectra Training Australia Difference

Spectra Training Australia's Dynamic Training System offers the unique experience of group and individual training delivered in workshops and on the job. This system ensures practical application of learning in your workplace so staff enjoy training and can apply their skills and knowledge.

- > Spectra Training Australia engages with workplace mentors to ensure the training provides real benefits and improvements that help retain staff and add value to your business.
- > Our trainers are industry experienced professionals who can ensure measurable outcomes.
- > Minimal disruption to your operations as we understand day to day work pressures.
- > We engage directly with industry and implement training strategies that will respond to industry's specific needs using our in-house instructional design writers.
- > We identify where individuals may need extra support and assistance to complete their training.

### TLI31216 CERTIFICATE III IN DRIVING OPERATIONS – BUS

### Course Overview

This program has been designed to improve the performance of drivers in multiple aspects of their function, including but not limited to; customer service, compliance with regulations, safe work practices, efficiency, accuracy and general representation of the organisation. The result is a more autonomous, engaged and informed employee, capable of taking greater responsibility for their performance and improving their contribution to the service provided to the organisation's customers.

### Delivery and Assessment Methods

Delivery is a combination of group workshops and coaching sessions. Group workshops ensure the theory is well understood and then the knowledge and skills are further developed and practised in the coaching sessions. Assessment tasks typically include on-the-job observation and questioning, work-based training activities and workplace based projects.

### Entry Requirements

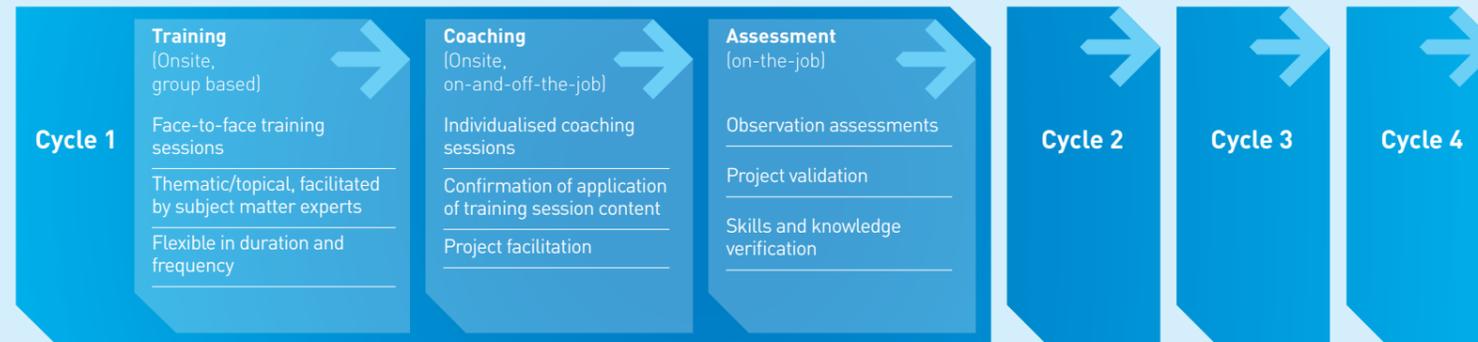
Participants' primary role/function must be to operate a bus or coach and have enrolled or achieved competency in one of the listed licensing/industry elective units. Participants must have reasonable English language skills, and basic literacy and numeracy skills equivalent to Year 10 of compulsory schooling, as a minimum.

### Duration

This program is typically delivered over a 18 month period; however, this will vary according to client needs and will be negotiated during the consultation process.

## Course Structure

### Dynamic Training System Cycle



### Proposed Training Program

Pre-Training	Induction	Pre-training review, including:	
		<ul style="list-style-type: none"> <li>&gt; Skills recognition application (if applicable)</li> <li>&gt; Language, Literacy and Numeracy assessment</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Identification of learner support needs</li> <li>&gt; Program overview</li> </ul>
			<ul style="list-style-type: none"> <li>Learner Induction</li> <li>Mentor Induction</li> </ul>
Cycle No.	Title	Topics Covered	Units
Cycle 1	Workplace Fundamentals	<ul style="list-style-type: none"> <li>&gt; Organisation policies, procedures and code of conduct</li> <li>&gt; Working effectively in a socially diverse team</li> <li>&gt; Business ethics</li> <li>&gt; Maintaining safety, hygiene standards and customer impressions</li> <li>&gt; Understanding fare structures and concession privileges</li> </ul>	Carry out basic workplace calculations (TLIE1005) – CORE UNIT
			Complete workplace orientation/induction procedures (TLIL1001) – CORE UNIT
			Prepare workplace documents (TLIE3004)
			Conduct financial transactions (TLIP2024)
Cycle 2	Safety First	<ul style="list-style-type: none"> <li>&gt; Risk assessment and control</li> <li>&gt; WHS compliance and Duty of Care</li> <li>&gt; Fatigue management and accident prevention</li> <li>&gt; Safe and efficient load lifting techniques</li> <li>&gt; Basic calculations for safe working limits and time management</li> </ul>	Follow work health and safety procedures (TLIF1001) – CORE UNIT
			Apply fatigue management strategies (TLIF2010) – CORE UNIT
			Shift materials safely using manual handling methods (TLID1001) – CORE UNIT
Cycle 3	Positive Interactions	<ul style="list-style-type: none"> <li>&gt; Communicating effectively with a diverse range of customers</li> <li>&gt; Complying with anti-discrimination legislation</li> <li>&gt; Assisting customers and ensuring comfortable transport</li> <li>&gt; Communicating effectively in the workplace</li> </ul>	Apply customer service skills (TLII1002)
			Transport passengers with disabilities (TLIC3011)
			Work in a socially diverse environment (TLIG2007)
			Participate in basic workplace communication (TLIE1003)
Cycle 4	Vehicle and Customer Care	<ul style="list-style-type: none"> <li>&gt; Pre-start checks to ensure safe and effective vehicle operation</li> <li>&gt; Hazard identification</li> <li>&gt; Dealing with accidents and emergencies</li> </ul>	Carry out vehicle inspection (TLIB0002)
			Manage disruptive and/or unlawful behaviour (TLIO3012)
Cycle 5	Effective Operations	<ul style="list-style-type: none"> <li>&gt; Types and functions of communication systems</li> <li>&gt; Communication codes and protocols</li> <li>&gt; Coach/bus handling procedures and efficient driving techniques</li> <li>&gt; Using street directories, maps and GPS efficiently</li> <li>&gt; Planning alternative routes</li> </ul>	Operate coach/bus (TLIC3042)
			Provide on-board services to customers (TLII3009)
			Use communications systems (TLIE2007)
			Interpret road maps and navigate pre-determined routes (TLIH2001) – CORE UNIT
<b>LICENSING UNITS – Participant must present the statement of attainment for one (1) of the following units before completion of this program:</b>			
TLIC3003	Drive medium rigid vehicle	TLILIC2015	Licence to drive medium rigid vehicle
TLIC3004	Drive heavy rigid vehicle	TLILIC2016	Licence to drive heavy rigid vehicle
TLIC3005	Drive heavy combination vehicle	TLILIC3017	Licence to drive heavy combination vehicle
TLIC4006	Drive multi-combination vehicle	TLILIC3018	Licence to drive multi-combination vehicle



### Pre-training Review

Prior to the commencement of training, a pre-training review will be undertaken to ascertain the participant's current levels of language, literacy and numeracy (LLN), eligibility for skills recognition/recognition of prior learning and if any specific support needs are required.

### Mentor Induction and Engagement

Spectra Training Australia believes that it is very important to have effective workplace mentors from your business engaged in this learning. This ensures that the knowledge and skills are reinforced throughout the program and that the participant progresses through and completes the course. Workplace mentors are comprehensively inducted into the program so their roles and responsibilities are well understood.

### Pathway / Careers

Successful completion of this program can lead to career opportunities in passenger transport operations.

Further study can be undertaken in the Certificate IV in Driving Operations (TLI42116).

### Access and Equity

Spectra Training Australia is committed to ensuring people with special needs have equal opportunity and access to its courses. Spectra Training Australia is committed to identifying and supporting the learning needs of each individual and encourages people of all abilities to apply to undertake learning.

### Fees and Charges

Information about course fees and charges can be found in the National Fees Booklet available on the Spectra Training Australia website: [www.spectra.edu.au](http://www.spectra.edu.au)

Spectra Training Australia's Refund Policy is also published on the website.

### Eligibility / Government Funding

Spectra Training Australia is a national provider of workplace training. For eligible participants, this training may be partly funded by your State/Territory Government in partnership with the Commonwealth Government.

If accessing this funding students may not be eligible for further State and Commonwealth Government Funded Training.

For information on eligibility criteria, please consult the Spectra Training Australia website.

For further information on State/Territory initiatives or details of an Australian Apprenticeship Centre please visit: [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)