



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

Certification Journal

Professional Bus Operators





CERTIFICATION JOURNAL

NAME _____

ADDRESS _____



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Introduction





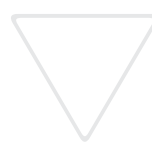
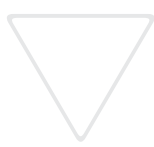
Introduction

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
Website: www.buscouncil.ca



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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:

1. 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.
2. 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.
3. 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:

1. 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.
2. 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.
3. 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

Present Employment

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

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:

1. 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.
2. 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.
3. 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.

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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

Block A – Pre/Post Operations	Block B – Vehicle Operations	Block C – Customer Relations	Block D – Administration	Block E – Emergency 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)	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 5.05 Ensures passengers are secured 5.06 Monitors stop areas 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 6.04 Responds to schedule adjustments	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 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	Task 11 Relates to Others 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 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 12.06 Completes logbook	Task 13 Deals with Passenger Emergencies 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 Task 14 Deals with Vehicle Emergencies 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 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 "neighbourhood watch"

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



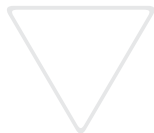
Specialty Blocks

Block F – Urban Operations	Block G – School Bus Operations	Block H – Intercity Operations	Block I – Tour And Charter Operations	Block J – Accessible Services 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	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	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	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	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 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 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 22 Handles Luggage and Freight Sub-tasks 22.01 Handles regular freight and luggage 22.02 Tows freight trailers	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 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 20 Manages Students Sub-tasks 20.01 Ensures students are seated 20.02 Maintains discipline 20.03 Manages special needs students		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

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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.



VERIFICATION ATTACHED
(Certificates, transcripts,
Employer Confirmation)

Yes ☐ No ☐

BUS OPERATOR TRAINING HISTORY

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

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

DATE COMPLETED

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

Lined area for notes, consisting of 20 horizontal lines.

