



Australian Government

Department of Education, Employment and Workplace Relations

TLIC3042A Operate coach/bus

Release: 1

TLIC3042A Operate coach/bus

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to operate a passenger coach/bus safely. It includes maintaining systematic and efficient control of all coach/bus functions; monitoring traffic and road conditions; managing coach/bus condition and performance; and effectively managing hazardous situations. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

Application of the Unit

Application of the Unit

Operation of a passenger coach/bus is performed with limited or minimum supervision, with limited accountability and responsibility for self and others in achieving the prescribed outcomes.

This unit involves the application of routine vehicle driving principles and procedures to maintain the safety and operation of a commercial coach/bus across a variety of contexts.

The entry requirement for this unit is the attainment of applicable licence from the state regulatory authority to operate a bus/coach.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Operate the coach/bus	<p>1.1 The coach/bus is started, steered, manoeuvred, positioned and stopped in accordance with manufacturers instructions</p> <p>1.2 Engine power is managed to ensure efficiency and performance and to minimise engine and transmission damage</p> <p>1.3 Engine operation is maintained within the manufacturers specified torque range and temperature through effective transmission use</p> <p>1.4 Braking system of coach/bus is managed and operated to ensure effective control of the coach/bus under all conditions</p> <p>1.5 Hazards are identified and/or anticipated and avoided or controlled through defensive driving techniques</p> <p>1.6 The coach/bus is driven in reverse, maintaining visibility and achieving accurate positioning in accordance with workplace procedures</p> <p>1.7 The coach/bus is parked, shut down and secured in accordance with manufacturers specifications and workplace procedures</p> <p>1.8 The behaviours displayed by operators towards other road users is appropriately aligned with workplace procedures</p>
2 Monitor and respond to traffic and road conditions	<p>2.1 The most efficient route of travel is taken through monitoring and anticipation of traffic flows and conditions, road standards and other factors likely to cause delays or route deviations</p> <p>2.2 Traffic and road conditions are constantly monitored and acted upon to enable safe operation and ensure no injury to people or damage to property, equipment, loads and facilities</p>
3 Monitor and maintain coach/bus performance	<p>3.1 Coach/bus performance is maintained through pre-operational inspections and checks of the coach/bus and ancillary equipment</p> <p>3.2 Performance and efficiency of coach/bus operation is monitored during use</p> <p>3.3 Defective or irregular performance or malfunctions are repaired or reported to the appropriate authority in accordance with workplace procedures</p> <p>3.4 Coach/bus records are maintained/updated and information is processed in accordance with workplace procedures</p> <p>3.5 Vehicle monitoring devices (such as tachographs) are operated in accordance with workplace procedures</p>
4 Operate the coach/bus safely	<p>4.1 Passenger positioning and dispersion is in accordance with manufacturers instructions and workplace procedures</p> <p>4.2 Bus/coach doors are operated safely for entry and exit from coach/bus in accordance with manufacturers and workplace instructions</p>

ELEMENT	PERFORMANCE CRITERIA
	4.3 Visual checks are conducted on entry to and exit from bus stops in accordance with workplace instructions
	4.4 Vehicle positioning and movement are convenient and safe for passengers embarking and disembarking in accordance with regulatory and workplace instructions
5 Operate bus/coach associated equipment	5.1 All bus/coach associated equipment is operated in accordance with manufacturers and workplace instructions
	5.2 Faults with all bus/coach associated equipment are reported according to manufacturers and workplace instructions
	5.3 Route destination is clearly displayed on the vehicle as required by workplace instructions
6 Provide customer service to passengers on coach/bus	6.1 Comfort and wellbeing of passengers are in accordance with workplace instructions
	6.2 Lost property processing is in accordance with organisational procedures
	6.3 Assistance is provided for identified special needs and/or any luggage and ancillary equipment requirements in accordance with workplace instructions

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority
- Relevant OH&S and environmental procedures and regulations
- Relevant state and territory regulations and procedures in relation to bus stops
- Coach/bus controls, instruments and indicators and their use
- Coach/bus handling procedures
- Workplace driving and operational instructions
- Driving hazards and related defensive driving techniques
- Procedures to be followed in the event of a driving emergency
- Engine power management and safe driving strategies
- Efficient driving techniques
- Pre-operational checks carried out on coaches/buses and related action

REQUIRED KNOWLEDGE AND SKILLS

- Differences between transmission types
- Map reading and road navigation techniques
- Factors which may cause traffic delays and diversions and related action that can be taken by a driver
- Principles of stress management when driving a vehicle
- Causes and effects of fatigue on drivers
- Factors which increase fatigue-related accidents
- Fatigue management strategies including on-road techniques
- Lifestyles which promote the effective long-term management of fatigue

Required skills:

- Communicate effectively with others when driving a commercial coach or bus
- Read and interpret instructions, procedures, information and signs relevant to the operation of a commercial coach or bus
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the operation of a commercial coach or bus
- Operate electronic communication equipment to required protocol including on-board intercom and communications equipment
- Work collaboratively with others when operating a commercial coach or bus
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when operating a commercial coach or bus in accordance with workplace procedures
- Implement contingency plans for unexpected events that may occur when operating a commercial coach or bus
- Apply precautions and required action to minimise, control or eliminate hazards that may exist during the operation of a commercial coach or bus
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Apply fatigue management knowledge and techniques
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Operate and adapt to differences in equipment in accordance with standard operating procedures
- Select and use required personal protective equipment conforming to industry and OH&S standards
- Monitor performance of coach or bus and its equipment and take appropriate action where

Required skills:

required

- Service coach or bus and its equipment in terms of maintenance schedule and standard operating procedures
- Check and replenish fluids and carry out lubrication processes in the course of work activities

Evidence Guide**EVIDENCE GUIDE**

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:
 - undertaking pre-operational checks & vehicle handling procedures
 - implementing responses to changing road conditions
 - applying knowledge of relevant legislation and workplace procedures
 - applying customer service skills in accordance with industry requirements and organisational procedures

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
 - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
 - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
 - relevant and appropriate materials and equipment, and
 - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a

EVIDENCE GUIDE

registered training organisation

- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
 - through activities in an appropriately simulated environment at the registered training organisation, and/or
 - in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- | | |
|---|--|
| Type of vehicle includes: | <ul style="list-style-type: none"> • all coaches and buses relevant to specific licence classifications |
| Operate a passenger coach/bus may be carried out in typical road transport situations pertaining to a coach/bus, including: | <ul style="list-style-type: none"> • operations conducted at day or night • typical weather conditions • on the open road • on a private road • while at a depot, base or warehouse • while at a client's workplace or work site • kerb side bus stops • within shopping centres • within railway complexes • within tourist attractions car parks |
| Special needs may include: | <ul style="list-style-type: none"> • temporarily physically impaired persons • visually and hearing impaired persons • mentally impaired persons • frail and elderly persons • school children |
| Bus/coach associated equipment may include: | <ul style="list-style-type: none"> • ticket machines • electronic doors • manual doors • toilet units |
| Vehicle handling procedures may include: | <ul style="list-style-type: none"> • starting a vehicle • steering and manoeuvring a vehicle |

RANGE STATEMENT

- accelerating and braking
 - positioning and stopping a vehicle
 - reversing a vehicle
 - operating vehicle controls, instruments and indicators
 - operating door opening and closing equipment
 - using defensive driving techniques
 - managing engine performance
- Pre-operational checks may include:
- exterior vehicle checks
 - internal vehicle checks
 - checking and topping up of fluid levels
 - checks of tyre pressures
 - checks of operation of vehicle lights and indicators
 - checks of brakes
 - microphone operational
 - equipment such as jack, wheel brace, spare tyre
 - trailers such as jockey wheel, coupling of trailer
- Minor routine repairs may include:
- replacement of blown globes in vehicle lights
 - replacement of broken fan belt
 - replacement of blown fuse
 - replacement of door mirrors
 - repairs to rear tail-light lens
 - changing of tyres
 - repair of tyre punctures
 - replacement of broken coolant hose
- Driving hazards may include (examples only):
- wet and iced roads
 - oil on road
 - animals and objects on road
 - fire in vehicle
 - leaking fuel
 - faulty brakes
 - parked vehicles on the road
 - faulty steering mechanism on vehicle
 - pedestrians crossing the road
 - flooded sections of road
 - windy sections of road
 - foggy conditions
- Factors that can cause traffic delays and diversions may include (examples only):
- traffic accidents
 - flooded sections of road
 - road damage
 - bridge/tunnel damage

RANGE STATEMENT

- road works
 - building construction
 - emergency situations such as bushfires, building fires, etc.
 - road closures for special events such as marches, parades, sporting events, etc.
 - holiday traffic
 - road closures for utility works such as electricity, water, sewerage, telecommunications, gas, etc.
- Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:
- company procedures
 - enterprise procedures
 - organisational procedures
 - established procedures
- Documentation/records may include:
- state/territory coach/bus driving licence requirements
 - state/territory road rules
 - workplace driving instructions and procedures
 - coach/bus manufacturers instructions, specifications and recommended driving procedures, including pre-operational checks of coach/bus
 - emergency procedures
 - vehicle log book or record book (where required)
- Applicable procedures and codes may include:
- relevant state/territory roads and traffic authority driving regulations and licence requirements pertaining to coaches/buses
 - relevant state/territory road rules
 - relevant state/territory OH&S legislation
 - relevant state/territory fatigue management regulations
 - relevant state/territory environmental protection legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field

C - Vehicle Operation