



Australian Government

TLIC3042 Operate coach/bus

Release: 2

TLIC3042 Operate coach/bus

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor grammatical change in PC 4.3
- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to operate a passenger coach/bus across a variety of contexts.

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.

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

This unit meets part of the certification requirements for obtaining coach/bus driver accreditation. As requirements may vary between states and territories, people seeking coach/bus accreditation should contact their state/territory regulatory authority.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Operate coach/bus

- 1.1** Job hazards are identified and required action is taken to minimise, control or eliminate identified hazards
- 1.2** Coach/bus is started, steered, manoeuvred, positioned and stopped in accordance with manufacturer instructions
- 1.3** Engine power is managed to ensure efficiency and performance, and to minimise engine and transmission damage
- 1.4** Engine operation is maintained within the manufacturer specified torque range and temperature by effectively using transmission
- 1.5** Coach/bus braking system is managed and operated to ensure effective control of coach/bus under all conditions
- 1.6** Road and traffic hazards are identified and/or anticipated and avoided or controlled through defensive driving techniques
- 1.7** Coach/bus is driven in reverse, maintaining visibility and achieving accurate positioning in accordance with workplace procedures
- 1.8** Coach/bus is parked, shut down and secured in accordance with manufacturer specifications and workplace procedures
- 1.9** Low risk driving behaviour is applied towards other road users in accordance with workplace procedures

2 Monitor and respond to traffic and road conditions

- 2.1** Efficient route of travel is taken by monitoring and anticipating traffic flows and conditions, road standards and other factors likely to cause delays or route deviations
- 2.2** Traffic and road conditions are constantly monitored and acted on to enable safe operation and to ensure no injury to people or damage to property, equipment, loads and facilities

3 Monitor and maintain coach/bus performance

- 3.1** Coach/bus performance is maintained through pre-operational inspections and checks of coach/bus and

- ancillary equipment
- 3.2 Performance and efficiency of coach/bus operation is monitored during use
 - 3.3 Defective or irregular performance or malfunctions are repaired or reported to appropriate authority in accordance with workplace procedures
 - 3.4 Coach/bus records are maintained/updated and information is processed in accordance with workplace procedures
 - 3.5 Vehicle monitoring devices (such as tachographs) are operated in accordance with workplace procedures
- 4 Operate coach/bus safely**
- 4.1 Passenger positioning and dispersion is undertaken in accordance with manufacturer instructions and workplace procedures
 - 4.2 Coach/bus doors are operated safely for entry and exit from coach/bus in accordance with manufacturer and workplace procedures
 - 4.3 Visual checks are conducted on entry to, exit from bus stop and whilst driving in accordance with workplace procedures
 - 4.4 Vehicle is positioned and moved conveniently and safely for passengers embarking and disembarking in accordance with regulatory and workplace procedures
- 5 Operate coach/bus associated equipment**
- 5.1 Coach/bus associated equipment is operated in accordance with manufacturer and workplace procedures
 - 5.2 Faults with coach/bus associated equipment are reported according to manufacturer and workplace procedures
 - 5.3 Route destination is clearly displayed on vehicle in accordance with workplace procedures
- 6 Provide customer service to passengers on coach/bus**
- 6.1 Comfort and wellbeing of passengers are managed in accordance with workplace instructions
 - 6.2 Lost property is processed in accordance with workplace procedures
 - 6.3 Assistance is provided for identified customer-specific

needs and/or luggage and ancillary equipment
requirements in accordance with workplace procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Unit Mapping Information

This unit replaces and is equivalent to TLIC3042A Operate coach/bus.

Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLIC3042 Operate coach/bus

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying fatigue management techniques
- applying industry and organisational customer service standards
- applying knowledge of relevant legislation and workplace procedures
- applying precautions and required action to minimise, control or eliminate identified hazards
- checking and replenishing fluids and carrying out lubrication processes
- communicating effectively with others
- completing relevant documentation
- implementing responses to changing road conditions
- interpreting and following operational instructions and prioritising work
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring performance of coach/bus and its equipment and taking appropriate action
- operating and adapting to differences in equipment in accordance with operating procedures
- operating electronic communications equipment to required protocol including on-board intercom and communications equipment
- reading and interpreting relevant instructions, procedures, information and signs
- reporting and/or rectifying identified problems, faults or malfunctions promptly in accordance with workplace procedures
- servicing coach/bus and its equipment in terms of maintenance schedule and operating procedures
- undertaking pre-operational checks and vehicle handling procedures
- working collaboratively with others
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- causes and effects of driver fatigue
- coach/bus controls, instruments and indicators, and their use
- coach/bus handling procedures
- differences between transmission types
- driving hazards and related defensive driving techniques
- efficient driving techniques
- engine power management and safe driving strategies
- factors that increase fatigue-related accidents
- factors that may cause traffic delays and diversions and related actions that can be taken by a driver
- fatigue management strategies including on-road techniques
- lifestyles that promote effective long-term fatigue management
- map reading and road navigation techniques
- pre-operational checks carried out on coaches/buses and related actions
- principles of stress management when driving a vehicle
- procedures to be followed in a driving emergency
- relevant state/territory regulations and procedures in relation to bus stops
- relevant state/territory road and traffic authority road rules, regulations, permit and licence requirements
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental procedures and regulations
- workplace driving and operational instructions.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations where it is appropriate to do so; where this is not appropriate, assessment must occur in simulated workplace operational situations that replicate workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant materials, tools, equipment and personal protective equipment (PPE) currently used

in industry

- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

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