



Australian Government

TLI50713 Diploma of Bus and Coach Operations

Release 1

TLI50713 Diploma of Bus and Coach Operations

Modification History

Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

Description

Rationale:

This qualification is designed for bus and coach operations job roles within the transport and logistics industry. Successful achievement of the qualification will require competence in units of competency that relate to the job role requirements defined as aligned at AQF Level 5.

Job roles:

The TLI50713 Diploma of Bus and Coach Operations qualification is aligned to the following defined roles:

- Fleet Manager
- Operations Manager
- Passenger Service Delivery Manager
- Service Delivery Manager.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

Employability Skills Summary for TLI50713 Diploma of Bus and Coach Operations

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

Employability Skill	Industry/enterprise requirements for this qualification include:
Communication	• Communicate effectively with managers, staff, clients and suppliers in the course of bus and coach operations management • Listen to and interpret complex verbal information related to bus and coach operations management including clarifying and confirming work requirements and receiving operational feedback • Read and interpret applicable regulations, policy documents, strategic plans, technical data, signage, labels, safety management systems, tenders, contracts, project plans, etc. • Speak clearly and directly on diverse and complex matters related to bus and coach operations management including sharing data, requirements and procedures relevant to operations, issuing clear and timely instructions, communicating operational details to internal and external stakeholders, and providing support and feedback to staff • Write complex documents including communicating with internal and external stakeholders and preparing risk assessment reports and plans, project plans, specifications, tenders and technical reports • Responsibly negotiate complex issues with others in the course of bus and coach operations management including resolving conflict, obtaining resources necessary to achieve objectives, creating and finalising contracts, and negotiating processes and procedures appropriate to statutory and legal requirements • Recognise and interpret non-verbal signs, signals and behaviour • Establish and implement organisation's communication systems and procedures • Establish and use networks including active involvement in business or professional networks and the building of relationships to provide benefits for the team and organisation • Use numeracy effectively to understand operational and costing data, prepare budgets, perform calculations, forecast

- resource requirements and audit performance.
- Teamwork**
- Provide leadership to staff
 - Manage the resolution of any interpersonal conflicts that may arise in the course of bus and coach operations management
 - Motivate staff
 - Provide opportunities for staff to achieve and maintain competence
 - Coach, mentor and give feedback to staff
 - Provide information, instruction, training and supervision
 - Manage the avoidance and prevention of harassment of others in the workplace
 - Ensure the active participation of team members in meeting goals and objectives
 - Collaborate with staff and others in the course of bus and coach operations management
 - Work collaboratively with suppliers and clients in the context of bus and coach operations management
 - Define a role as part of a team including identifying the strengths of team members, understanding relationships between team members and understanding the roles and relationship between and among managers, team leaders, supervisors, etc.
 - Work with staff and other persons of different ages, gender, race, religion, political persuasion, etc.
- Problem solving**
- Develop practical solutions for problems arising in the course of bus and coach operations management including assessing hazards and ensuring there are plans or processes to manage identified risks, monitoring issues that arise in the course of operations and creating, implementing and applying risk management systems
 - Manage hazards and risks in complex and diverse situations that may occur in the course of bus and coach operations management
 - Solve problems in teams including allocating roles and responsibilities in response to changes in environment or circumstances, coordinating requirements and issues, and evaluating and monitoring performance
 - Show independence and initiative in identifying problems and solving them
 - Resolve customer concerns in relations to complex project issues including resolution of contract issues and the achievement of quality requirements and deadlines
 - Test assumptions taking the context of data and circumstances into account
 - Audit and review systems and plans

Initiative and enterprise

- Use applicable mathematics to solve complex problems related to bus and coach operations management.
- Modify activities dependent on differing work situations and contingencies
- Take appropriate initiatives in complex and diverse situations such as those above
- Recognise and respond to changes in internal and external operating environments
- Contribute to and manage continuous improvement processes
- Be creative in approaches to change and innovation in response to conflicts in coordination and allocation of resources and in encouraging input from staff and interactions between and among staff and teams
- Translate ideas into action including applying consultative processes, developing plans, applying new technologies and concepts and gaining the support of internal and external stakeholders
- Value input from staff
- Manage the response to any contingencies and changes in equipment, standard operating procedures and the working environment.

Planning and organising

- Establish operational and emergency plans, systems and procedures for the organisation
- Allocate people and other resources to tasks including adapting allocations to cope with contingencies, delegating tasks and responsibilities to capable staff and clearly defining responsibilities
- Establish and implement systems and procedures for maintaining compliance with applicable regulations and codes of practice
- Establish and implement workplace security and safety management systems (where applicable)
- Monitor, evaluate and report on operational performance and compliance
- Collect, analyse, interpret and organise information needed during bus and coach operations management activities
- Prepare scope of work and work plans for self and team members
- Be resourceful in planning for and assessing risk
- Ensure feedback and other data contribute to improvements in operational effectiveness
- Manage time and priorities in the course of bus and coach operations management
- Ensure feedback and other data contribute to improvements in operational effectiveness.

- Self management**
- Interpret and apply relevant regulations and instructions
 - Establish and follow own work plans and schedules
 - Evaluate and monitor own work performance
 - Take responsibility for meeting own objectives
 - Have confidence in own vision and goals
 - Develop trust and confidence in staff and customers
 - Maintain effective networks.
- Learning**
- Organise learning and assessment activities for others in the workplace
 - Manage adaptation of self and others in the workplace to any changes in systems, equipment and procedures and the workplace operating environment
 - Be open to new ideas and change and in particular facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice
 - Provide opportunities for instruction, coaching and mentoring others in the workplace as required
 - Contribute to the assessment of the competence of others in the workplace
 - Encourage the creation of a learning community in the workplace
 - Identify training needs for personnel and ensure that delegated tasks provide individuals with opportunities for development
 - Adapt own competence in response to any changes in bus and coach operations management processes
 - Update own knowledge and skills required for bus and coach operations management activities.
- Technology**
- Use complex equipment and IT systems required during bus and coach operations management activities
 - Apply a range of basic IT skills
 - Use IT to organise and access data including monitoring bus and coach operations processes, tracking items and recording and reporting system status
 - Apply IT as a management tool to store and organise data
 - Implement and monitor operational and maintenance procedures and systems for equipment used during bus and coach operations management activities
 - Implement and monitor the application of work health and safety (WHS)/occupational health and safety (OHS) procedures when using IT and office equipment and facilities.

Packaging Rules

Requirements for achievement of the qualification

A successful assessment outcome for a total of **12 units of competency** comprising:

- **2 core units** listed below

plus

- **10 elective units** from the **general elective units** listed below. Alternatively **up to 2 units** from the TLI10 Transport and Logistics Training Package or any other nationally endorsed Training Package or accredited training course, however, the elective units selected must contribute to the vocational outcomes of the qualification and align with the job role.

Where imported units are selected, care must be taken to ensure that all prerequisites specified in the unit are complied with.

Core Units

Field		Unit	
L	Resource Management	TLIL5057A	Maintain monitor and improve transport operations systems
		TLIL5067A	Develop a passenger transport plan

General Elective Units

Field		Unit	
B	Equipment Checking and Maintenance	TLIB5010A	Plan and implement maintenance schedules
E	Communication and Calculation	TLIE4013A	Apply workplace statistics
F	Safety Management	BSBWHS501A	Ensure a safe workplace
		TLIF3093A	Implement chain of responsibility regulations
		TLIF4064A	Manage fatigue management policy and procedures
		TLIF4086A	Control and coordinate incident responses
G	Teamwork	BSBWOR502B	Ensure team effectiveness
I	Customer Service	BSBREL402A	Build client relationships and business networks
		TLII5018A	Manage customer service

L	Resource Management	BSBFLM405B BSBHRM405A BSBMGT502B BSBWKR411A TLIL3003A TLIL4005A TLIL4033A TLIL4036A TLIL5068A	Implement operational plan Support the recruitment, selection and induction of staff Manage people performance Support employee and industrial relations procedures Conduct induction process Apply conflict/grievance resolution strategies Promote effective workplace practice Develop rosters Implement a passenger transport plan
M	Training and Assessment	TAEDEL404A TAETAS501B	Mentor in the workplace Undertake organisational training needs analysis
O	Security	TLIO1002A	Follow security procedures when working with passengers and personnel
P	Administration and Finance	BSBRSK501B SITXMPR404 TLIP5004A TLIP5035A TLIP5037A	Manage risk Coordinate marketing activities Develop a transport and logistics business plan Manage budgets and financial plans Develop workplace policies and procedures
R	Contract Procurement	TLIR5006A TLIR5014A	Develop, implement and review purchasing strategies Manage suppliers
U	Environment	TLIU4001A	Implement and monitor environmental protection policies and procedures
X	Logistics	TLIX5040A	Manage contracted support services

Custom Content Section

Not applicable.