

Change log

Section	Comment (major change)
Title	Updated unit number
Application	Add, modern bus technologies and systems.
Pre-requisite Unit	N/A
Elements and Performance Criteria	1.1 Updated: adds “workplace hazards identified, reported”, 1.7 Adds, workplace procedures, 2.1 wording updated to “planned and followed” anticipating traffic, 3.3 now explicitly includes “repaired or reported” 3.5, New: Vehicle monitoring devices (tachographs etc.)
Foundation Skills	Foundation skills information about unit has been added to a new TLI Foundation Skills Companion Volume
Range of Conditions	Removed. No longer a mandatory field
Performance Evidence	Added/Expanded: Customer conflict management disability passenger support, communications equipment (intercom, etc.), route/environment variability, more detailed driving control (gear/braking/positioning)
Knowledge Evidence	Added / Expanded: Modern additions, HVNL and Chain of Responsibility (CoR), Disability Standards (DSAPT); advanced emergency procedures, updated to include technology, stronger regulatory alignment
Assessment Conditions	Updated: modern fleet technology requirement, customer interaction scenarios, emergency response scenarios, fatigue decision-making scenarios
If no major change in any section	Text clarified without changing requirements

TLIC0043 Operate coach/bus

Modification History

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. This includes the operation and monitoring of modern bus technologies and systems.

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.

To achieve a licence candidates should complete the TLI Licence to drive a heavy vehicle and check with the state/territory driver licensing authority for eligibility, including licence tenure, driving experience and medical fitness requirements.

Pre-requisite Unit

Not applicable.

Competency Field

C – Vehicle Operation

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

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

- | | |
|---|--|
| 1 Operate coach/bus | <ul style="list-style-type: none">1.1 Workplace hazards are identified, reported and required action is taken to minimise, control or eliminate identified hazards1.2 Coach/bus is started, steered, manoeuvred, positioned and stopped in accordance with manufacturer instructions1.3 Engine power is managed to ensure efficiency and performance, and to minimise engine and transmission damage, according to manufacturer instructions1.4 Engine operation is maintained within the manufacturer specified torque range and temperature by effectively using transmission1.5 Coach/bus braking system is managed and operated to ensure effective control of coach/bus under all conditions1.6 Road and traffic hazards are identified and/or anticipated and avoided or controlled through defensive driving techniques1.7 Coach/bus is driven in reverse, maintaining visibility and achieving accurate positioning in accordance with workplace procedures1.8 Coach/bus is parked, shut down and secured in accordance with manufacturer specifications and workplace procedures1.9 Low risk driving behaviour is applied towards other road users in accordance with workplace procedures |
| 2 Monitor and respond to traffic and road conditions | <ul style="list-style-type: none">2.1 Most efficient route of travel is planned and followed by monitoring and anticipating traffic flows and conditions, road standards and other factors likely to cause delays or route deviations2.2 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 | <ul style="list-style-type: none">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 weight distribution 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 instructions and workplace procedures |
| | 4.3 | Visual checks are conducted on entry and 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 instructions and workplace procedures |
| | 5.2 | Faults with coach/bus associated equipment are reported according to 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.

Unit Mapping Information

This unit replaces and is equivalent to TLIC3042 Operate coach/bus.

Links

Assessment Requirements for TLIC0043 Operate coach/bus

Modification History

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

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 and include:

- applying fatigue management techniques
- applying industry and organisational customer service standards including managing passengers with disabilities and applying customer conflict management techniques.
- 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
- completing relevant documentation
- implementing responses to changing road conditions, varying traffic, weather, passenger and urban/regional driving conditions
- 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
- undertaking pre-operational checks and vehicle handling procedures
- monitoring and anticipating traffic hazards and taking appropriate action
- manage performance of vehicle including gear selections, braking and position on road

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
- factors that increase fatigue-related accidents

- fatigue management strategies including on-road techniques
- 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 may cause traffic delays and diversions and related actions that can be taken by a driver
- navigation techniques and associated technology
- pre-operational checks carried out on coaches/buses and related actions
- interpreting and following operational instructions
- principles of stress management when driving a vehicle
- procedures to be followed in a driving emergency including fire suppression systems (where fitted), battery thermal events for electric buses (where relevant), evacuation procedures and emergency communication protocols
- 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
- relevant Heavy Vehicle National Law (HVNL) and Chain of Responsibility (CoR) obligations where applicable
- awareness of disability access requirements under the Disability Standards for Accessible Public Transport (DSAPT)

Assessment Conditions

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 suitable coach/bus that meets relevant state/territory requirements and includes contemporary fleet technology
- a range of relevant exercises, case studies and/or simulations
- scenarios involving customer interaction, emergency response and fatigue management decision-making
- 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.

Links