



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

# Policies & Procedures

## National

Accreditation Program  
Training Provider



We're  
Canada's Bus  
Industry!

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# Policies & Procedures

## National

Accreditation Program

Training Provider



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Conseil canadien du transport de passagers*

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Programme national  
Accréditation des fournisseurs de formation

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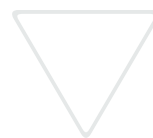
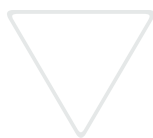
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## Programs at a Glance

### Accreditation

#### Applicant

- Access Application Package
- Self-assess Training against NOS
- Complete Application Form
- Complete Training Declaration attaching all required documentation
- Enclose applicable Fee
- Forward Application to MCPCC

### Certification

#### Individual Applicant

- Access Application Package
- Complete Certification Journal
- Complete Application Form
- Enclose applicable Fee
- Forward Application to MCPCC

### Certification

#### Company Sponsored Applicant

- Registered Evaluator Submits applications and company declarations

#### MCPCC

- Receives Application
- Reviews Application for completeness
- Accepts or does not accept Application
- If accepted, Application is forwarded to AC Board for review
- If not accepted, Applicant is notified of necessary correctives

#### AC Board

- Receives Referred Applications
- Reviews Applications against specified criteria
- Recommends Applicant for Accreditation or Certification OR
- Finds Applicant does not meet criteria
- Notifies MCPCC of decision

#### MCPCC

- Awards Accreditation or Certification

#### MCPCC

- Notices Applicant if not approved
- Maintains records
- Administers Renewals, Revocations, Appeals and Fees

#### Legend

- |          |   |
|----------|---|
| MCPCC    | - Motor Carrier Passenger Council of Canada |
| NOS      | - National Occupational Standards           |
| AC Board | - Accreditation and Certification Board     |

# Guiding Principles



*Motor Carrier Passenger Council Of Canada  
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## 1.0 Introduction

The Motor Carrier Passenger Council of Canada (MCPCC) is committed to the successful development and implementation of a National Training Provider Accreditation Program, a National Bus Operator Certification Program and a National Training Instructor Certificate Program by engaging the collaborative participation of stakeholders and other resource entities to capitalize on their collective professional acumen and experience.

## 2.0 Objectives & Goals

### 2.1 Accreditation

The objective of the Accreditation Program is the Canada-wide standardization of training scope and content for Professional Bus Operators. Training programs accredited as meeting the National Occupational Standards (NOS) will significantly promote both Operator and Industry professionalism.

### 2.2 Goals

The goals of the Programs encompass the following:

- To have industry Training Providers commit to adopt the National Occupational Standards as the benchmark for Training Programs.
- To Accredite industry Training Programs which meet NOS and assist other industry Training Providers to earn this endorsement.
- To ensure practical National access to Accredited Certification Training by developing additional Accredited Sites as needed,
- To elevate “pride of profession” within the industry, and professional recognition externally.

## 3.0 Scope

- 3.1 Accreditation of Training Programs and Training Course(s) and the Certification of Professional Bus Operators and Training Instructors are *Voluntary*.
- 3.2 Accreditation shall be awarded based on evidence of Training Programs covering the NOS.
- 3.3 Companies that have received Accreditation of their Training program can submit Certification applications on behalf of eligible bus operators via their MCPCC registered evaluators.



## 4.0 Definitions

Accreditation and Certification Board (AC Board)	An MCPCC Committee established for the purpose of evaluating and recommending Applicants for Accreditation or Certification
Accreditation Training Declaration	A Declaration, with supporting documentation, attesting to the compatibility of the Applicant's Training with the NOS certified by the Applicant's CEO or designate
Accredited Training Course(s)	A field or workplace training course(s) offered by an institution, association or similar non-bus operating entity that provides all of the criteria contained in any one or more of Blocks A, B, C, D, and/or E from the NOS which can be utilized by a bus operating company as part of its Training Program
Accredited Training Program	A complete Training Program (Employer and/or Institution) that has been reviewed by the AC Board and found to meet all benchmarked academic and practical criteria of the NOS
Applicant for Accreditation	A Training Program Provider who has submitted an Application to the MCPCC for Accreditation
Benchmark Curriculum Criteria	An outline of training scope and content developed from the NOS
Registrar	MCPCC representative who is responsible for the administration of the Accreditation and Certification Programs
Evaluator	A registered (with MCPCC) practitioner who has five years confirmed experience in training, supervising or performing responsibilities outlined in the NOS and who can attest that an Applicant for Certification has accomplished the required tasks competently
National Occupational Standards (NOS)	The tasks, sub-tasks and body of knowledge and abilities set out in the MCPCC publication titled: National Occupational Standards for Professional Bus Operators



## 5.0 Governance

### 5.1 Accreditation and Certification Board (AC Board)

The AC Board will govern its meetings and decision making process in accordance with MCPCC Bylaws.

#### 5.1.1 Organization

The MCPCC shall appoint a standing committee to be known as the **Accreditation and Certification Board (AC Board)**.

The AC Board functions as a Committee of the MCPCC Board of Directors as outlined in by-law Article 3.6. In accordance with Article 3.6 the Board of Directors has delegated the AC Board sole responsibility to grant, maintain, renew, expand/reduce scope, suspend or withdraw accreditations.

#### 5.1.2 Function

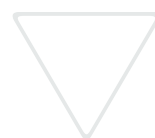
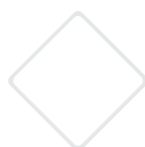
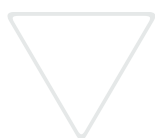
The AC Board will provide the broad industry acumen and technical expertise required to ensure the ongoing excellence of the Programs.

#### 5.1.3 Structure

The AC Board will have between 8 and 12 members, with at least one bilingual member.

#### 5.1.4 Members

The AC Board will be composed of members from geographic regions and various bus sectors with the breadth and depth of skills and knowledge to cover training practice.





### 5.1.5 Voting

It is a fundamental principle that all decisions of the AC Board shall be arrived at by consensus. In the event that a vote becomes necessary, an equal number of votes for and against among those present at the time of the vote shall result in the motion being lost. Further, a motion unanimously opposed by either the Sector Representatives or the Labour Representatives present at the time of the vote shall result in the motion being lost. In the event a motion is lost, the Chair(s) will refer the matter to the MCPCC Board.

### 5.1.6 Quorum

A quorum shall be constituted in accordance with Article 3.5 of the by-laws.

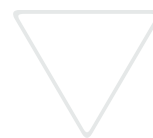
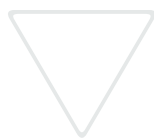
### 5.1.7 MCPCC Related By-Laws

#### Article 3.5 Quorum

At any meeting of the Board, one-third (1/3) of the Directors, one of whom must be a representative of organized labour and one of whom must be a representative of an employer group, shall constitute a quorum. Such quorum of Directors present shall be competent to do and perform all acts, which are or shall be directed to be done at any such meeting. Provided a quorum is present at the beginning of a meeting, the meeting may continue or adjourn even though Directors leaving reduce the number to less than a quorum. Directors who have declared a conflict of interest on particular question shall be counted in determining a quorum.

#### Article 3.6 Other Committees

The Board may from time to time appoint any committee or other advisory body, as it deems necessary or appropriate for such purposes and, subject to the Act, with such powers as the Board shall see fit. Any such committee may formulate its own rules of procedure, subject to such resolutions as the Board may from time to time make. Any committee member may be removed by resolution of the Board.





## 6.0 Administration

### 6.1 Duties of The AC Board

- 6.1.1 The AC Board will meet as deemed necessary by the MCPCC.
- 6.1.2 The AC Board will review MCPCC recommendations for Accreditation and/or Certification; will be responsible for the review of Application Packages, and will respond with decisions to the MCPCC.
- 6.1.3 The AC Board will identify and recommend enhancements to the Programs.
- 6.1.4 The AC Board will review, assess and respond to written complaints.
- 6.1.5 The AC Board will participate in all revocation decisions.

### 6.2 Duties of The MCPCC

- 6.2.1 Provide interface between all third parties and the AC Board.
- 6.2.2 Promote the Training Provider Accreditation and the Bus Operator and Training Instructor Certification National Programs.
- 6.2.3 Provide the management and control function for all financial administration for the Programs and the AC Board.
- 6.2.4 Provide and maintain all literature, awards, certificates, records and accounts for the Programs and the AC Board.

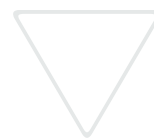
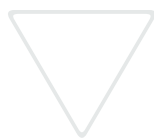


- 6.2.5 Review Applications for completeness and Program conformity and make recommendations to the AC Board submitting appropriate documentation.
- 6.2.6 Provide all administrative, secretarial and logistical support required for the effectiveness of the Programs.
- 6.2.7 Maintain a Code of Ethics for the Programs.
- 6.2.8 Make qualified staff available for site visits if requested or required. Any deficiencies noted in the training will be identified to the Training Provider for corrective action.
- 6.2.9 Initiate a comprehensive review of the NOS at five (5) year intervals.

### 6.3 Complaint Policy

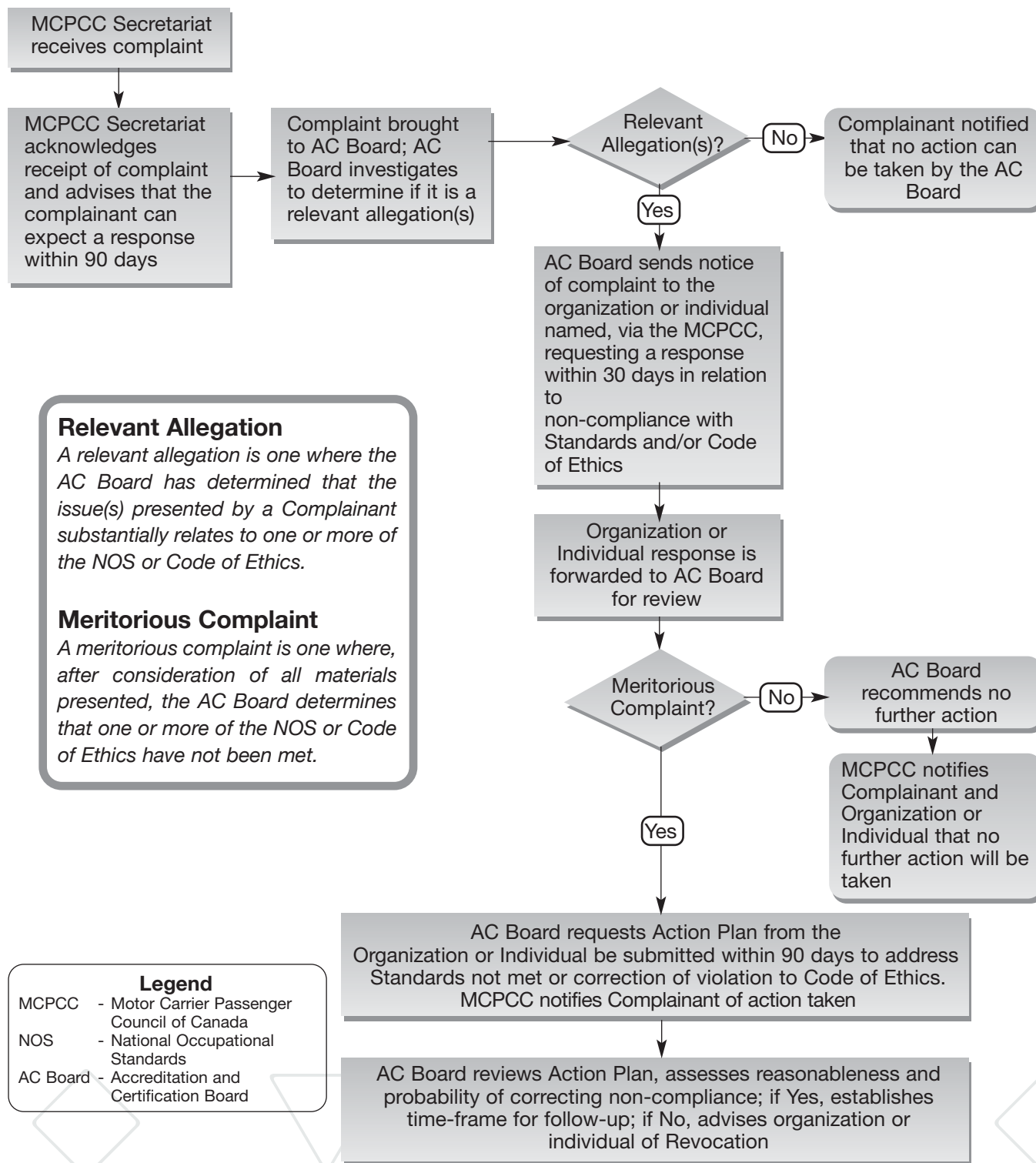
To ensure the continued excellence of the Programs, complaints will be considered by the AC Board under the following conditions:

- 6.3.1 Complaint must be in writing and signed.
- 6.3.2 Complaint must relate to non-compliance with the NOS and/or Code of Ethics.
- 6.3.3 Complaint must be substantiated with supporting evidence.
- 6.3.4 Failure to submit requested information or Action Plans within the time frame established may result in Revocation of designation.





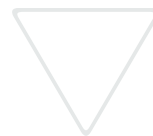
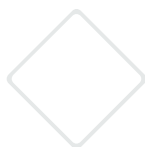
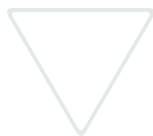
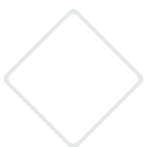
## COMPLAINT PROCESS





## 7.0 Subscription Fee

- 7.1 Subscriptions will be established and posted on the MCPCC's website. Information will be periodically reviewed by the MCPCC Board of Directors.





## CODE OF ETHICS

Shall strive to consistently follow the highest ethical, moral,  
and legal standards of professional conduct



Shall recognize the responsibility for Public safety and protection of the  
environment through the use of sound operational practices in the conduct  
and representation of work undertaken



Shall not knowingly violate or cause to be violated any applicable  
Federal, Provincial, and Municipal laws, regulations,  
and requirements related to the conduct of business activities



Shall not knowingly permit any property including, but not limited to,  
premises, vehicles, and equipment in his/her care to be used for  
unlawful, immoral, or unauthorized purposes



Shall commit to the values of respect for human dignity and human rights



Shall not undertake or commit to perform services for which we/he/she  
are/is not qualified and/or reasonably competent



Shall treat information obtained in the course of business as confidential,  
and avoid or disclose any conflict of interest that might influence  
personal actions or judgments



Shall not represent or engage in personal activities which could reasonably be seen to  
diminish or conflict with the best interests of Industry professionalism, including  
Accreditation and Certification designations



# Accreditation Process



*Motor Carrier Passenger Council Of Canada  
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## 8.0 Accreditation Process

### 8.1 Applicant Authority and Confidentiality

#### 8.1.1 Authority

All Accreditation documents completed by Accreditation Applicants shall be submitted to the MCPCC over the signature of the Company/Organization C.E.O or that person's designated representative.

#### 8.1.2 Confidentiality

All documents submitted to the MCPCC shall be received, processed and maintained as Confidential.

### 8.2 Categories of Accreditation

#### 8.2.1 Accredited Program

A complete Training Program that covers NOS Blocks A through E plus one specialty area, Block F, G, H, I or J and that has been found by the AC Board to meet all academic and practical criteria of the NOS.

#### 8.2.2 Accredited Course(s)

A training course(s) offered by an institution, association or similar non-bus operating entity that provides all of the criteria contained in any one or more of Blocks A, B, C, D, and/or E from the NOS which can be utilized by a bus operating company as part of its Training Program.

### 8.3 Steps to Accreditation

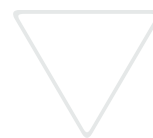
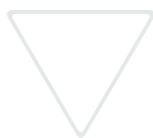
8.3.1 Training Providers will access an Application Package via the MCPCC website ([www.buscouncil.ca](http://www.buscouncil.ca)) or by hard copy via the MCPCC Office.

8.3.2 The Accreditation Application Package consists of:

- Application for Accreditation Form,
- Training Declaration,
- Training Compatibility On-line Self-Assessment, <http://www.buscouncil.ca/accreditation>
- Policies and Procedures,
- Code of Ethics,
- NOS,
- Fee Schedule.



- 8.3.3 Training Providers will complete and submit to the MCPCC
- Application for Accreditation Form,
  - Training Declaration and Supporting Documentation,
  - Applicable Fee.
- 8.3.4 Applicants should consider the MCPCC Registrar as a liaison resource during the application process.
- 8.3.5 The Registrar will review the Application to ensure satisfactory completion. If the Application is complete, the Application will be referred to the AC Board with a recommendation. If the Application is incomplete, the Applicant will be notified of necessary correctives. In either case, the applicant will be notified within ninety days.
- 8.3.6 Referred Applicants will be assessed by the AC Board and notified of the AC Board's decision.
- 8.3.7 The AC Board, finding a submitted Application to be complete and acceptable, will refer the Applicant to the MCPCC for Accreditation.
- 8.3.8 The AC Board, finding a submitted Application to not meet the specified criteria, will return all documents via the MCPCC Secretariat to the Training Provider with a notice of deficiency(ies). The Training Provider may remedy the noted deficiency(ies) and re-submit the documents to the MCPCC Secretariat for AC Board re-assessment without an additional fee.
- 8.3.9 MCPCC will retain only the Application Form and the Training Declaration. All other submitted documentation will be returned to the Applicant.





## 8.4 Renewal

National Accredited Training Provider Programs and Course(s) are subject to review and renewal under the following circumstances:

- When the NOS has changed thereby requiring a declaration attesting to the compatability of training regarding the change.
- In accordance with the Accreditation Policy of the MCPCC.
- The Registrar will provide applicable documents and liaison when timely.

## 8.5 Revocation

Accreditation may be revoked for any of the following reasons:

- 8.5.1 Substantiated evidence that an Accredited Training Program and/or an Accredited Training Course(s) have been significantly altered and no longer comply with the NOS.
- 8.5.2 Substantiated evidence that the knowledge base and work placeperformance of Graduates of an Accredited Program do not meet the NOS.
- 8.5.3 Substantiated flagrant or repeated violation(s) of the Code of Ethics.
- 8.5.4 Failure to pay invoiced Fees within a reasonable period as determined by MCPCC.
- 8.5.5 Failure of the Accredited Training Provider to remedy identified and substantiated Training deficiencies within 90 days following written notification by MCPCC to do so.



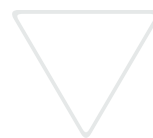
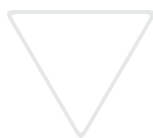
## 8.6 Appeal

8.6.1 An Applicant may appeal non-acceptance and has 30 days from receipt of Official Notice to do so. The Appeal is made in writing to the CEO of the MCPCC. The CEO of the MCPCC shall appoint an Appeals Adjudicator who is not part of the MCPCC. The Adjudicator's determination shall be made within 30 days of receipt thereof, shall be binding on all Parties and conveyed to all Parties in writing.

8.6.2 An Accredited Training Provider may appeal a Revocation of Training Program or Course(s) Accreditation and has 30 days from receipt of Official Notice to do so. The Appeal is made in writing to the CEO of the MCPCC. The CEO of the MCPCC shall appoint an Appeals Adjudicator who is not part of the MCPCC. The Adjudicator's determination shall be made within 30 days following the date of case assignment and shall be binding on all Parties, and conveyed to all Parties in writing.

8.6.3 If the Appeal is Upheld, the Appellant shall be immediately accepted/reinstated and all Parties officially notified by the MCPCC.

8.6.4 If the Appeal is Denied, the Appellant may apply to the MCPCC for reinstatement at the Appellant's convenience; at which time the Appellant must show sufficient proof of remedy and receive a Notice of Reinstatement from an appropriate Adjudicator. Copies of this Notice are to be forwarded by the MCPCC to all relevant Parties.





## APPLICATION FOR ACCREDITATION

*Signed Documents to be mailed*

### FORWARD TO MCPCC:

Email : info@buscouncil.ca • Fax: 905 884-8335  
Mail : 9555 Yonge Street, Suite 306  
Richmond Hill, ON L4C 9M5

### CATEGORY

Accredited Training Program ☐  
Accredited Training Course(s) ☐

### ATTACHMENTS

Training Declaration with  
Supporting Documents ☐  
Application Fee ☐

### APPLICATION SECTOR

☐ Accessible Services ☐ Intercity ☐ School ☐ Tour/Charter ☐ Urban

### TRAINING PROVIDER

Corporate Name:

Address:

City:

Province:

Postal Code:

### AUTHORIZED REPRESENTATIVE

Name:

Title:

Phone:

Cell Phone:

Fax:

E-Mail:

### CORPORATE TRAINING PROFILE

Active Bus Operator Training Provider Since:.....  
Year

#### BUS OPERATOR TRAINING ACTIVITY PER AVERAGE YEAR:

Number of New Operators Trained: ..... Full Program ..... Partial Program

Number of Operators Retrained: .....

Number of Operators Receiving Skills Upgrading: .....

### NATURE OF TRAINING

In-House Designed and Delivered Percent of Total.....%

Purchased and In-House Delivered Percent of Total.....%

Outsourced (Third Party Provider) Percent of Total.....%

Specify Purchased Programs and/or Outsourced Provider(s) and Course(s) if Applicable (attach list if needed):

### Declaration:

- I hereby declare that to the best of my knowledge and belief the information contained in our Application and Supporting Documents is accurate and complete. I authorize the Motor Carrier Passenger Council of Canada (MCPCC) to make any inquiries necessary to verify the submitted documentation or to otherwise assess this Application.
- I hereby declare that I have read the Code Of Ethics and understand that non-compliance may result in loss of Accreditation.
- I give permission for our name and business contact information to be included in the MCPCC on-line directory.

Applicant Signature:

Date:

*Should be submitted on corporate letterhead, if available.*

## ACCREDITATION TRAINING DECLARATION

I/We hereby submit Attachments listed below to support our Application for Accreditation and attest that:

- ☐ As a **TRAINING PROGRAM APPLICANT**  
These attachments encompass ***all*** Common Core Blocks A through E and  
Specialty Block(s) ..... of the NOS
  
- ☐ As a **TRAINING COURSE(S) APPLICANT**  
These attachments encompass ***one or more complete*** Common Core  
Blocks A through E of the NOS. List blocks.....

**AND**

ATTACHMENTS:

- Training Compatibility Self-Assessment
- Course Material
- Delivery Method (in-class, on-road, other)
- Performance Measurement (e.g. testing, sign-off sheets, etc.)

### DECLARATION

I/We have reviewed our Training for compatibility with the NOS and Benchmark Curriculum and hereby certify that to the best of my/our knowledge, our Training meets these criteria.

Signed by the CEO or designate(s)

Applicant: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Applicant: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT

### NATIONAL OCCUPATIONAL STANDARDS

### BENCHMARK CURRICULUM GUIDELINE

### AREAS OF TRAINING COVERED

REFERENCE YOUR TRAINING MATERIAL  
(Identify by course #'s, names, etc...)

#### BLOCK A-PRE/POST OPERATIONS

YES NO PARTIAL

##### *Task 1: Checks in for Work*

- Sub-task:1.01: Reports to dispatch (as required)
- Sub-task:1.02: Reviews driver notices
- Sub-task:1.03: Prepares work material

##### *Task 2: Circle Checks Vehicle*

- Sub-task:2.01: Visually inspects vehicle
- Sub-task:2.02: Starts vehicle
- Sub-task:2.03: Checks vehicle systems
- Sub-task:2.04: Personalizes vehicle driver area

##### *Task 3: Conducts Post-operation Procedures*

- Sub-task:3.01: Conducts post-trip inspection
- Sub-task:3.02: Removes work-related materials
- Sub-task:3.03: Checks out with dispatch (as required)

##### **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.



## ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT

### NATIONAL OCCUPATIONAL STANDARDS

### BENCHMARK CURRICULUM GUIDELINE

### AREAS OF TRAINING COVERED

### REFERENCE YOUR TRAINING MATERIAL (Identify by course #'s, names, etc...)

#### BLOCK B-VEHICLE OPERATIONS

YES NO PARTIAL

##### *Task 4: Drives Vehicle*

- Sub-task:4.01: Manoeuvres vehicle
- Sub-task:4.02: Practices defensive driving techniques
- Sub-task:4.03: Allows for weather and road conditions
- Sub-task:4.04: Follows applicable Traffic Acts
- Sub-task:4.05: Assesses and monitors personal well being
- Sub-task:4.06: Assesses and monitors vehicle operating conditions

##### *Task 5: Follows Safe Boarding and Exiting Procedures*

- Sub-task:5.01: Pulls into stop safely
- Sub-task:5.02: Ensures all door areas are clear
- Sub-task:5.03: Boards people with special needs
- Sub-task:5.04: Ensures aisles are clear of items
- Sub-task:5.05: Ensures passengers are seated or secure
- Sub-task:5.06: Monitors stop areas
- Sub-task:5.07: Merges safely into traffic

##### *Task 6: Follows Schedule Guidelines*

- Sub-task:6.01: Monitors traffic and weather conditions
- Sub-task:6.02: Monitors speed and time
- Sub-task:6.03: Reports deviation from schedule to authorized personnel

##### *Task 7: Ensures Passenger Comfort and Safety*

- Sub-task:7.01: Manages climate of vehicle
- Sub-task:7.02: Ensures adequate interior lighting
- Sub-task:7.03: Monitors vehicle-seating area
- Sub-task:7.04: Considers passenger comfort when driving

##### 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.



## ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT

### NATIONAL OCCUPATIONAL STANDARDS

### BENCHMARK CURRICULUM GUIDELINE

### AREAS OF TRAINING COVERED

### REFERENCE YOUR TRAINING MATERIAL (Identify by course #'s, names, etc...)

#### BLOCK C-CUSTOMER RELATIONS

#### YES NO PARTIAL

##### *Task 8: Greets Passengers*

- Sub-task:8.01: Displays professional image
- Sub-task:8.02: Acknowledges passengers conditions

##### *Task 9: Responds to Passenger Inquiries*

- Sub-task:9.01: Informs passengers of vehicle rules and regulations
- Sub-task:9.02: Responds to questions from the public
- Sub-task:9.03: Handles customer complaints
- Sub-task:9.04: Accommodates passengers' special requests

##### *Task 10: Deals with Difficult Situations*

- Sub-task:10.01: Informs Passengers of rules and regulations
- Sub-task:10.02: Determines level of assistance required
- Sub-task:10.03: Anticipates potential problems
- Sub-task:10.04: Ensures safe discharge of disruptive Passengers

##### 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.



## ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT

### NATIONAL OCCUPATIONAL STANDARDS

### BENCHMARK CURRICULUM GUIDELINE

### AREAS OF TRAINING COVERED

### REFERENCE YOUR TRAINING MATERIAL (Identify by course #'s, names, etc...)

#### BLOCK D-ADMINISTRATION

YES NO PARTIAL

##### *Task 11: Relates to Others*

- Sub-task:11.01: Communicates with dispatcher
- Sub-task:11.02: Communicates with other drivers
- Sub-task:11.03: Communicates with supervisors
- Sub-task:11.04: Communicates with maintenance personnel
- Sub-task:11.05: Communicates with job-related parties
- Sub-task:11.06: Follows applicable human rights legislation

##### *Task 12: Prepares Reports*

- Sub-task:12.01: Prepares pre-trip inspection reports (as required)
- Sub-task:12.02: Prepares incident reports
- Sub-task:12.03: Prepares payroll reports and time sheets
- Sub-task:12.04: Prepares accident reports
- Sub-task:12.05: Completes trip reports (as required)
- Sub-task:12.06: Completes logbook (as required)

##### **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.



## ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT

### NATIONAL OCCUPATIONAL STANDARDS

### BENCHMARK CURRICULUM GUIDELINE

### AREAS OF TRAINING COVERED

### REFERENCE YOUR TRAINING MATERIAL (Identify by course #'s, names, etc...)

#### BLOCK E-EMERGENCY OPERATIONS

#### YES NO PARTIAL

##### **Task 13: Deals with Passenger Emergencies**

- Sub-task:13.01: Responds to medical emergencies
- Sub-task:13.02: Responds to emotional emergencies
- Sub-task:13.03: Responds to criminal emergencies

##### **Task 14: Deals with Vehicle Emergencies**

- Sub-task:14.01: Evacuates passengers (as required)
- Sub-task:14.02: Deals with mechanical failures
- Sub-task:14.03: Deals with environmental hazards
- Sub-task:14.04: Obtains assistance
- Sub-task:14.05: Deals with vehicle accidents
- Sub-task:14.06: Deals with fire

##### **Task 15: Deals with Public Emergencies**

- Sub-task:15.01: Responds to accidents
- Sub-task:15.02: Provides "safe haven" for those in need
- Sub-task:15.03: Participates in "road watch" or "neighbourhood watch" programs

##### **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.



## ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT

### NATIONAL OCCUPATIONAL STANDARDS

### BENCHMARK CURRICULUM GUIDELINE

### AREAS OF TRAINING COVERED

### REFERENCE YOUR TRAINING MATERIAL (Identify by course #'s, names, etc...)

#### BLOCK F--URBAN OPERATIONS

#### YES NO PARTIAL

##### *Task 16: Interacts with Urban Passengers*

Sub-task:16.01: Collects fares

Sub-task:16.02: Receives, verifies and issues transfers

Sub-task:16.03: Monitors passenger loads

Sub-task:16.04: Monitors entrances and exits

##### *Task 17: Manoeuvres Urban Vehicles*

Sub-task:17.01: Drives vehicle in congested situations

Sub-task:17.02: Operates a wide variety of vehicles

Sub-task:17.03: Follows scheduled routes

##### Scope:

- 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)



## ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT

### NATIONAL OCCUPATIONAL STANDARDS

### BENCHMARK CURRICULUM GUIDELINE

### AREAS OF TRAINING COVERED

### REFERENCE YOUR TRAINING MATERIAL (Identify by course #'s, names, etc...)

#### BLOCK G-SCHOOL BUS OPERATIONS

#### YES NO PARTIAL

##### *Task 18: Stops Vehicle*

- Sub-task:18.01: Approaches stop
- Sub-task:18.02: Operates stop/warning lights
- Sub-task:18.03: Secures vehicle at stop

##### *Task 19: Boards and Exits Students*

- Sub-task:19.01: Advises students of safe road-crossing procedures

- Sub-task:19.02: Ensures all students have crossed road and boarded

- Sub-task:19.03: Ensures students exit at designated stop

- Sub-task:19.04: Ensures parent or guardian is present at stop if necessary

- Sub-task:19.05: Ensures students are out of "danger zone"

- Sub-task:19.06: Verifies that all students have exited

##### *Task 20: Manages Students*

- Sub-task:20.01: Ensures students are seated
- Sub-task:20.02: Maintains discipline

##### Objective:

- Legal responsibilities of school bus operators
- Provincial/municipal Traffic acts pertinent to school busses (signalling, warning lights, stopping, stop arms, crossing gates, railway crossings)

##### Scope:

- 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.)



## ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT

NATIONAL OCCUPATIONAL STANDARDS	BENCHMARK CURRICULUM GUIDELINE	AREAS OF TRAINING COVERED	REFERENCE YOUR TRAINING MATERIAL (Identify by course #'s, names, etc...)
YES	NO	PARTIAL	
<b>BLOCK H-INTERCITY OPERATIONS</b>			
<b>Task 21: Handles Luggage and Freight</b>			
Sub-task:21.01: Handles dangerous goods			
Sub-task:21.02: Handles regular freight and luggage			
Sub-task:21.03: Tows freight trailers			
<b>Task 22: Interacts with Intercity Passengers</b>			
Sub-task:22.01: Provides information on rest stops			
Sub-task:22.02: Provides information en route			
Sub-task:22.03: Ensures adequate supplies			
Sub-task:22.04: Deals with minors			
	<b>Objective:</b> <ul style="list-style-type: none"><li>• Dangerous goods legislation (WHMIS, identification handling)</li><li>• Luggage and freight (identification, weights, lifting guidelines, fares and tariffs)</li></ul> <b>Scope:</b> <ul style="list-style-type: none"><li>• Boarding intercity passengers (greeting, documentation)</li><li>• Passenger orientation (safety, route, schedule, stops, on-board amenities)</li><li>• Rest stop procedures (driver responsibility, passenger information, departure times, passenger count)</li><li>• En route communications (up-coming stops, connection information)</li><li>• Inventory control</li><li>• Post trip procedures (reporting, all passengers exited, lost property, preparation for next trip)</li></ul>		



## ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT

### NATIONAL OCCUPATIONAL STANDARDS

### BENCHMARK CURRICULUM GUIDELINE

### AREAS OF TRAINING COVERED

### REFERENCE YOUR TRAINING MATERIAL (Identify by course #'s, names, etc...)

#### BLOCK I-TOUR AND CHARTER OPERATIONS

#### YES NO PARTIAL

##### *Task 23: Interacts with Tour and Charter Passengers*

Sub-task:23.01: Greets and orients passengers

Sub-task:23.02: Points out sights of interest

Sub-task:23.03: Responds to needs of tour passengers

Sub-task:23.04: Organizes pick-up and drop-off of passengers

##### *Task 24: Manoeuvres Tour Vehicle*

Sub-task:24.01: Prepares vehicle daily

Sub-task:24.02: Operates passenger information and entertainment systems

Sub-task:24.03: Drives in unfamiliar territory

Sub-task:24.04: Ensures vehicle and passenger documentation

##### Objective:

- Legal responsibilities of tour/charter operators
- Boarding Tour/Charter passengers (greeting, documentation)

##### Scope:

- 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



## ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT

### NATIONAL OCCUPATIONAL STANDARDS

### BENCHMARK CURRICULUM GUIDELINE

### AREAS OF TRAINING COVERED

### REFERENCE YOUR TRAINING MATERIAL (Identify by course #'s, names, etc...)

#### BLOCK J-ACCESSIBLE SERVICES OPERATIONS

YES NO PARTIAL

##### *Task 25: Plans Route*

- Sub-task:25.01: Interprets schedule or run sheet
- Sub-task:25.02: Coordinates with dispatch and other drivers
- Sub-task:25.03: Selects most expedient route

##### *Task 26: Assists Passengers to and from Seating*

- Sub-task:26.01: Provides door-to-door service
- Sub-task:26.02: Ascertains level of assistance required
- Sub-task:26.03: Provides appropriate assistance safely

##### *Task 27: Manoeuvres Vehicle for Safe Access*

- Sub-task:27.01: Allows space for lifts
- Sub-task:27.02: Backs vehicle

##### *Task 28: Provides Attention to Special Needs*

- Sub-task:28.01: Establishes and maintains relationship with passengers and attendants
- Sub-task:28.02: Maintains awareness of passenger safety and security
- Sub-task:28.03: Monitors passengers for signs of distress
- Sub-task:28.04: Deals with emergencies

##### Scope:

- 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)



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

**ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT**

**ADDITIONAL COMPETENCIES**

**REMARKS (RATIONALE FOR AREAS OF NOS NOT COVERED)**



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**ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT**

**ADDITIONAL COMPETENCIES**

**REMARKS (RATIONALE FOR AREAS OF NOS NOT COVERED)**