



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

Policies & Procedures

National

Training Provider

Accreditation Program

Professional Bus Operator

Certification Program



We're
Canada's Bus
Industry!

www.buscouncil.ca

Policies & Procedures



National

Training Provider
Accreditation Program

Professional Bus Operator
Certification Program



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Conseil canadien du transport de passagers*

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Programme national d'accréditation
des fournisseurs de formation

Programme national d'agrément des
conducteurs d'autobus professionnels

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FOREWORD

Canadian bus operators are members of one of the most important workforces in the Canadian economy. But until now, there has not been a national designation to recognize your experience, dedication, and knowledge. That's about to change.

The Motor Carrier Passenger Council of Canada, working with unions, bus companies, associations, education institutions, government and individual operators from coast to coast, has developed an Accreditation Program for Company Training and a Certification Program that allows you to earn the designation “Certified Professional Bus Operator”, or CBP.

Being a CBP may make it easier for you to relocate in Canada and work with another employer in the bus or motor coach industry. It also sets a professional standard for the next generation of bus operators and for the future of the industry.

Bottom line: Having a professional designation means four things:

- Respect for your job as a bus operator
- Credibility for the quality of the job you do
- Recognition for the training you have taken
- Pride in knowing you are a top professional

These Policies and Procedures have been developed for Companies to have their training programs accredited against the National Occupational Standards and to guide you towards attaining your National Certification Designation.

It's Time for Some Recognition!



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Project Management

Joan Crawford, Executive Director & CEO
Nancy Allen Deane, Director of Administration

For further information on these Programs, or for information on the Motor Carrier Passenger Council of Canada, contact:

The Motor Carrier Passenger Council of Canada
9555 Yonge Street, Suite 306
Richmond Hill, ON L4C 9M5
E-mail: info@buscouncil.ca
Website: www.buscouncil.ca



Program at a Glance

Accreditation

Applicant For Accreditation

- 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 for Certification

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

Certification

Company Sponsored Certification

- 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

Legend

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

MCPCC

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

Guiding Principles





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 and a National Bus Operator Certification Program (the Programs) 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 Certification

The **objective** of the Certification Program is to formally recognize the competency of licensed Professional Bus Operators through demonstrated knowledge, experience and abilities evaluated against the NOS.

2.3 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 are ***Voluntary***.
- 3.2 Accreditation shall be awarded based on evidence of Training Programs covering the NOS.
- 3.3 Professional Bus Operator Certification shall be based on the NOS and reflect a combination of relevant work experience, knowledge and skill attainment. These will be documented through the use of a ***Certification Journal*** which will reference the National Occupational Standards and identify the mandatory tasks to be accomplished with competence.
- 3.4 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
Applicant for Certification	A person with qualifying professional bus operator experience who has submitted an Application to the MCPCC for Certification or whose name has been submitted by an accredited company
Benchmark Curriculum Criteria	An outline of training scope and content developed from the NOS
Certification Journal	A document encompassing an Applicant's self-assessment of his/her skills and abilities validated by an Evaluator(s) against the NOS



Certified Operator	A successful Applicant who received professional designation from the MCPCC on the recommendation of the AC Board
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)**.

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 up to 12 members, with a minimum of one from each sector and one from organized labour.



5.1.4 Members

The MCPCC will appoint the AC Board Members.

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 the MCPCC By-laws.



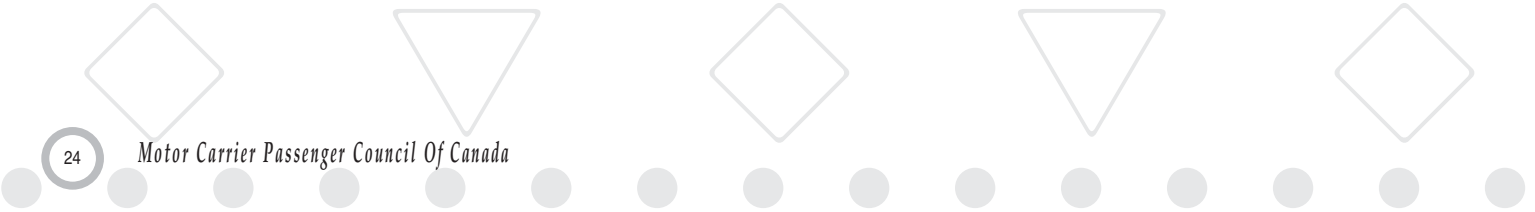
5.1.7 MCPCC Related By-Laws

Article 3.7 Quorum

3.7 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 3.8 Other Committees

3.8 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 review applications as required.
- 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 Bus Operator 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.

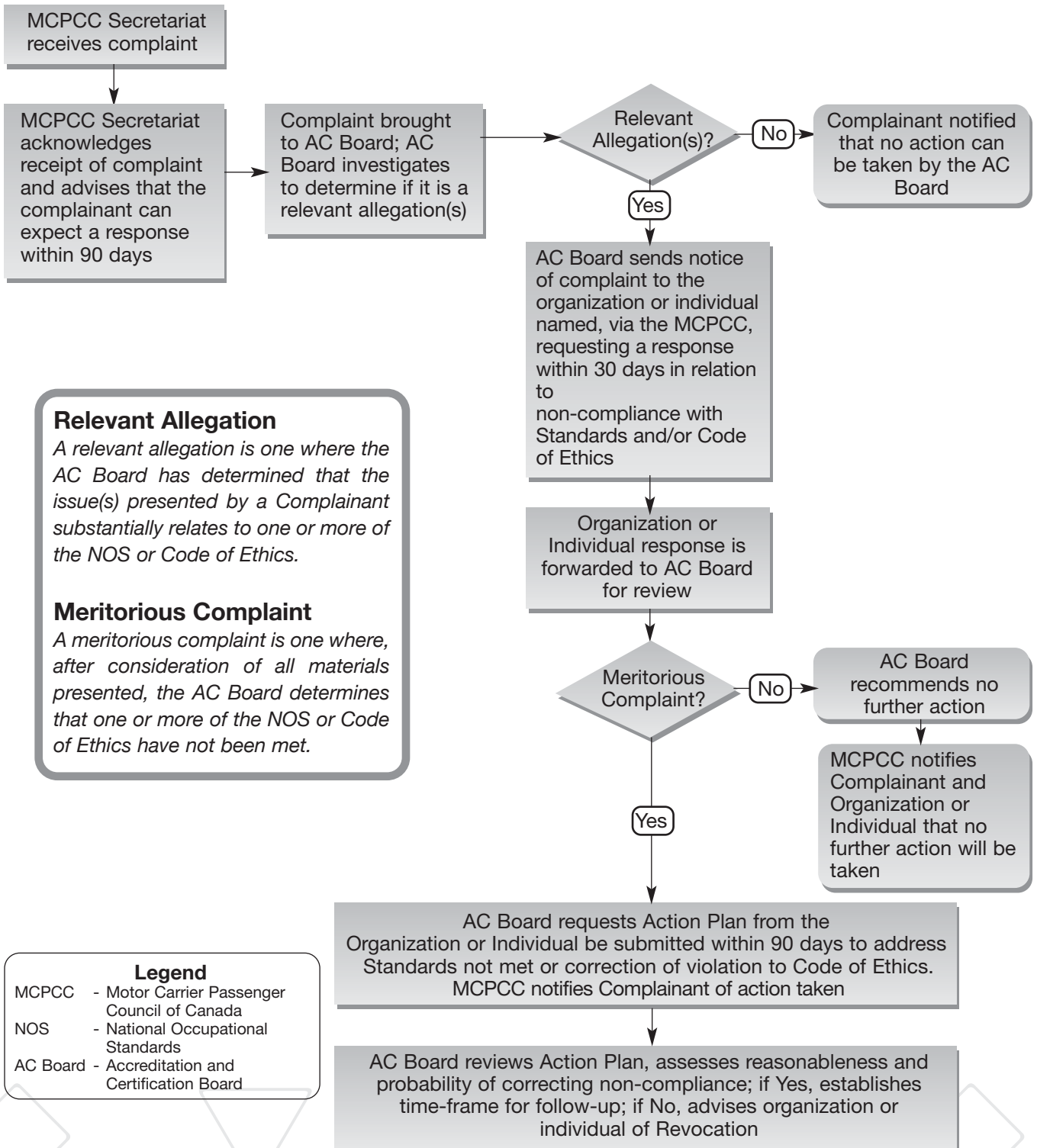
6.3 Complaint Policy

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



Relevant Allegation
A relevant allegation is one where the AC Board has determined that the issue(s) presented by a Complainant substantially relates to one or more of the NOS or Code of Ethics.

Meritorious Complaint
A meritorious complaint is one where, after consideration of all materials presented, the AC Board determines that one or more of the NOS or Code of Ethics have not been met.

Legend

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



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.



*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





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) 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 compatibility 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 place performance 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	
<p>Task 1: Checks in for Work</p> <p>Sub-task:1.01: Reports to dispatch (as required)</p> <p>Sub-task:1.02: Reviews driver notices</p> <p>Sub-task:1.03: Prepares work material</p> <p>Task 2: Circle Checks Vehicle</p> <p>Sub-task:2.01: Visually inspects vehicle</p> <p>Sub-task:2.02: Starts vehicle</p> <p>Sub-task:2.03: Checks vehicle systems</p> <p>Sub-task:2.04: Personalizes vehicle driver area</p> <p>Task 3: Conducts Post-operation Procedures</p> <p>Sub-task:3.01: Conducts post-trip inspection</p> <p>Sub-task:3.02: Removes work-related materials</p> <p>Sub-task:3.03: Checks out with dispatch (as required)</p>				
<p>Objective:</p> <p>To familiarize the student with a typical vehicle and introduce Operator responsibilities regarding vehicle condition, maintenance, and operations administration.</p> <p>Scope:</p> <p>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.</p> <p>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.</p> <p>3) Legislation and policies/procedures: References those common to the Industry.</p>				



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
<p>Task 4: Drives Vehicle</p> <p>Sub-task:4.01: Manoeuvres vehicle</p> <p>Sub-task:4.02: Practices defensive driving techniques</p> <p>Sub-task:4.03: Allows for weather and road conditions</p> <p>Sub-task:4.04: Follows applicable Traffic Acts</p> <p>Sub-task:4.05: Assesses and monitors personal well being</p> <p>Sub-task:4.06: Assesses and monitors vehicle operating conditions</p> <p>Task 5: Follows Safe Boarding and Exiting Procedures</p> <p>Sub-task:5.01: Pulls into stop safely</p> <p>Sub-task:5.02: Ensures all door areas are clear</p> <p>Sub-task:5.03: Boards people with special needs</p> <p>Sub-task:5.04: Ensures aisles are clear of items</p> <p>Sub-task:5.05: Ensures passengers are seated or secure</p> <p>Sub-task:5.06: Monitors stop areas</p> <p>Sub-task:5.07: Merges safely into traffic</p> <p>Task 6: Follows Schedule Guidelines</p> <p>Sub-task:6.01: Monitors traffic and weather conditions</p> <p>Sub-task:6.02: Monitors speed and time</p> <p>Sub-task:6.03: Reports deviation from schedule to authorized personnel</p> <p>Task 7: Ensures Passenger Comfort and Safety</p> <p>Sub-task:7.01: Manages climate of vehicle</p> <p>Sub-task:7.02: Ensures adequate interior lighting</p> <p>Sub-task:7.03: Monitors vehicle-seating area</p> <p>Sub-task:7.04: Considers passenger comfort when driving</p>	<p>Objective:</p> <p>To expand practical student knowledge by correlating academic material with driving instruction in a training vehicle.</p> <p>Scope:</p> <p>1) Driver fitness and image.</p> <p>2) Driving Skills. Safe and defensive driving techniques. Hazard recognition and correctives.</p> <p>Operating systems monitoring and trouble shooting.</p> <p>Schedule conformity. Related passenger communications.</p> <p>3) Passenger Safety. Accessibility and safety features.</p> <p>Passenger management. Safe boarding/exiting. Special Needs</p> <p>Passenger recognition, service and security.</p> <p>Passenger and interior monitoring.</p> <p>4) Luggage & Freight. Safe secure handling including dangerous/hazardous goods.</p> <p>5) References related Legislation and commonly applicable policies/procedures.</p>		

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
<p>Task 8: Greets Passengers</p> <p>Sub-task:8.01: Displays professional image</p> <p>Sub-task:8.02: Acknowledges passengers conditions</p> <p>Task 9: Responds to Passenger Inquiries</p> <p>Sub-task:9.01: Informs passengers of vehicle rules and regulations</p> <p>Sub-task:9.02: Responds to questions from the public</p> <p>Sub-task:9.03: Handles customer complaints</p> <p>Sub-task:9.04: Accommodates passengers' special requests</p> <p>Task 10: Deals with Difficult Situations</p> <p>Sub-task:10.01: Informs Passengers of rules and regulations</p> <p>Sub-task:10.02: Determines level of assistance required</p> <p>Sub-task:10.03: Anticipates potential problems</p> <p>Sub-task:10.04: Ensures safe discharge of disruptive Passengers</p>			
<p>Objective:</p> <p>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.</p> <p>Scope:</p> <ol style="list-style-type: none"> 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. 5) Rules/regulations enforcement. Policy, legal and third-party assistance options. 6) 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...)
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BLOCK D-ADMINISTRATION

	YES	NO	PARTIAL
<p>Task 11: <i>Relates to Others</i></p> <p>Sub-task:11.01: Communicates with dispatcher</p> <p>Sub-task:11.02: Communicates with other drivers</p> <p>Sub-task:11.03: Communicates with supervisors</p> <p>Sub-task:11.04: Communicates with maintenance personnel</p> <p>Sub-task:11.05: Communicates with job-related parties</p> <p>Sub-task:11.06: Follows applicable human rights legislation</p>			
<p>Objective:</p> <p>To instruct the student in basic technical, documentation, and interpersonal activities of an administrative nature common to the Industry.</p> <p>Scope:</p> <p>1) Technical. Basic computer skills and radio-communications techniques.</p> <p>2) Reports. Inspections, defects, accidents, emergencies, incidents, expenses, payrolls, time sheets, trip reports, logs, waybills, and cross-border documentation.</p> <p>3) Interpersonal. Establishment/maintenance of appropriate internal/external interface. References related social, cultural, Corporate-norm, and Legislated guidelines.</p>			
<p>Task 12: <i>Prepares Reports</i></p> <p>Sub-task:12.01: Prepares pre-trip inspection reports (as required)</p> <p>Sub-task:12.02: Prepares incident reports</p> <p>Sub-task:12.03: Prepares payroll reports and time sheets</p> <p>Sub-task:12.04: Prepares accident reports</p> <p>Sub-task:12.05: Completes trip reports (as required)</p> <p>Sub-task:12.06: Completes logbook (as required)</p>			

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
<p>Task 13: Deals with Passenger Emergencies</p> <ul style="list-style-type: none"> Sub-task:13.01: Responds to medical emergencies Sub-task:13.02: Responds to emotional emergencies Sub-task:13.03: Responds to criminal emergencies <p>Task 14: Deals with Vehicle Emergencies</p> <ul style="list-style-type: none"> 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 <p>Task 15: Deals with Public Emergencies</p> <ul style="list-style-type: none"> 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 			
<p>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.</p> <p>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.</p>			



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**

	YES	NO	PARTIAL
<p>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</p> <p>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</p>			
<p>Scope:</p> <ul style="list-style-type: none"> • 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
<p>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</p> <p>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</p> <p>Task 20: Manages Students Sub-task:20.01: Ensures students are seated Sub-task:20.02: Maintains discipline</p>			
<p>Objective:</p> <ul style="list-style-type: none"> • Legal responsibilities of school bus operators • Provincial/municipal Traffic acts pertinent to school busses (signalling, warning lights, stopping, stop arms, crossing gates, railway crossings) <p>Scope:</p> <ul style="list-style-type: none"> • 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...)**

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



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
<p>Task 23: Interacts with Tour and Charter Passengers</p> <p>Sub-task:23.01: Greets and orients passengers</p> <p>Sub-task:23.02: Points out sights of interest</p> <p>Sub-task:23.03: Responds to needs of tour passengers</p> <p>Sub-task:23.04: Organizes pick-up and drop-off of passengers</p> <p>Task 24: Manoeuvres Tour Vehicle</p> <p>Sub-task:24.01: Prepares vehicle daily</p> <p>Sub-task:24.02: Operates passenger information and entertainment systems</p> <p>Sub-task:24.03: Drives in unfamiliar territory</p> <p>Sub-task:24.04: Ensures vehicle and passenger documentation</p>			
<p>Objective:</p> <ul style="list-style-type: none"> Legal responsibilities of tour/charter operators Boarding Tour/Charter passengers (greeting, documentation) <p>Scope:</p> <ul style="list-style-type: none"> 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
<p>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</p> <p>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</p> <p>Task 27: Manoeuvres Vehicle for Safe Access Sub-task:27.01: Allows space for lifts Sub-task:27.02: Backs vehicle</p> <p>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</p>	<p>Scope:</p> <ul style="list-style-type: none"> • 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) 			



ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT

ADDITIONAL COMPETENCIES

REMARKS (RATIONALE FOR AREAS OF NOS NOT COVERED)

Large empty rectangular area for providing additional competencies.

Large empty rectangular area for providing remarks (rationale for areas of NOS not covered).



ACCREDITATION TRAINING COMPATIBILITY SELF-ASSESSMENT

ADDITIONAL COMPETENCIES

REMARKS (RATIONALE FOR AREAS OF NOS NOT COVERED)

Large empty rectangular area for entering additional competencies.

Large empty rectangular area for entering remarks (rationale for areas of NOS not covered).

Certification Process





9.0 Certification Process

9.1 Criteria

CRITERIA	VALIDATION
Knowledge	1. Training received through an Accredited Training Program, OR 2. Evidence of completed training which meets the NOS.
Skills And Abilities	1. Holds an applicable valid driver's license for the sector to which Certification is being sought, AND 2. Evidence of competence meeting the NOS.
Career Experience	1. Three (3) years bus operator experience within a consecutive or concurrent five-year period including the year of application. OR 2. For specialized active bus operations personnel (Eg. Trainers, managers, safety, labour representatives), three (3) years career bus operator experience and must be on the road 80% of the time.
Code of Ethics	Familiarity and conformity



9.2 Grandparent Window - Expired

9.3 Evaluator

Skills and competencies outlined in the Certification Journal must be validated by a Registered Evaluator. A registration form is contained within the Certification Journal and can be downloaded from the MCPCC website or requested from the MCPCC office.

9.3.1 Qualifications

- Five years confirmed experience in training, supervising or performing responsibilities outlined in the NOS,
- No evidence of a conflict of interest with the Applicant,
- Registered with the MCPCC.

9.3.2 Evaluation

- An Applicant's skills and abilities will be evaluated by observation, interview and discussion.

9.3.3 Procedures

- Prior to evaluation, the Evaluator(s) will review the applicable tasks and sub-tasks contained in the NOS,
- Following the Applicant's Confirmation of Competency in a Block area, the Evaluator(s) shall validate the Applicant's declared competency in that area.



9.4 Steps to Individual Application

STEP ONE - Access and complete the package

Access the Application Package on this site or contact MCPCC by email or telephone (1-866-271-1107) and we will mail you a hard copy.

The Certification Application Package consists of:

- Application Form
- Certification Journal
- Certification Fee

Complete applicable areas of the Certification Journal

Complete the Application Form

Enclose applicable Fee, as required

Forward Application to MCPCC office

STEP TWO - MCPCC processes your application

MCPCC:

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

STEP THREE - The Accreditation and Certification (AC) board reviews your application

AC Board:

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

STEP FOUR - MCPCC grants your certification

MCPCC Office:

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



The AC Board, finding a submitted Application to not meet the specified criteria, will return all documents via the MCPCC Secretariat to the Applicant. The Applicant may remedy correctable deficiency(ies) and resubmit an Application for re-assessment with no additional fee.

Renewal

Certified Professional Bus Operators will be required to renew their registration with the MCPCC under the following circumstances:

- When the NOS has changed thereby requiring a declaration of competency regarding the change(s).
- In accordance with the Certification Policy of the MCPCC.
- The Registrar will provide applicable documents and liaison when timely.

Revocation

Certification may be revoked for any of the following reasons:

- Loss of Driving License,
- Criminal Conviction,
- Substantiated flagrant or repetitive driving infractions suggesting an unfavourable pattern of driving performance,
- Non-compliance with the Code of Ethics,
- failure to pay invoiced fees within a reasonable period as determined by MCPCC.

Appeal

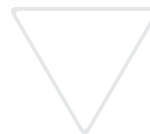
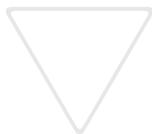
An Applicant may appeal non-acceptance and has 30 days from receipt of Official Notice to do so. The Appeal is made in writing to the CEO of the MCPCC. The CEO of the MCPCC shall appoint an Appeals Adjudicator who is not part of the MCPCC. The Adjudicator's determination shall be made within 30 days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



A Certified Bus Operator may appeal Revocation of Certification 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 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.

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

If the Appeal is Denied, the Appellant may re-apply to the MCPCC for acceptance/reinstatement (as applicable) following corrective action.





APPLICATION FOR CERTIFICATION

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

FOR INTERNAL USE ONLY
Certification No.

Signed Documents to be mailed

CATEGORY		ATTACHMENTS	
Regular	<input type="radio"/>	Certification Journal	<input type="radio"/>
Grandparent Window	<input type="radio"/>	Copy of License	<input type="radio"/>
		Application Fee	<input type="radio"/>

APPLICATION SECTOR

- Accessible Services Intercity School Tour/Charter Urban

Mr. Ms.
 First Name: _____ Initial: _____ Last Name: _____

MAILING ADDRESS (HOME)

Address: _____ Home Phone: _____
 City: _____ Province: _____ Cell Phone: _____
 Postal Code: _____ E-Mail: _____ Fax: _____

LICENSE(S) HELD: (ATTACH COPY)

Province(s): _____ Class(es): _____ Endorsements: _____ How Long Held: _____

EDUCATION (Optional)

- High School College / CEGEP University

PRESENT EMPLOYMENT

Company: _____
 Address: _____ Province: _____ Postal Code: _____
 Phone: _____ Fax: _____ E-Mail: _____
 Current Position: _____ Full Time: Part Time:
 Years Employed: _____ Total Bus Operator Experience: _____ Years



Applicant Name: _____

PRIOR EXPERIENCE AS A BUS OPERATOR

Company:	Position:
Address:	Starting: Ending:
Company:	Position:
Address:	Starting: Ending:
Company:	Position:
Address:	Starting: Ending:

PLEASE INDICATE WHERE YOU RECEIVED YOUR BUS OPERATOR TRAINING

Company:	
Address:	Starting: Ending:
Company:	
Address:	Starting: Ending:
Company:	
Address:	Starting: Ending:

Applicant Declaration:

1. I hereby declare that to the best of my knowledge and belief the information contained in my 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 training and experience claimed or to otherwise assess this Application.
2. I hereby declare that I have read, understand and commit to comply with the Code of Ethics.
3. By my signature below, I authorize the MCPCC and its employee(s), officers and agents acting on its behalf (hereinafter referred to collectively as 'agent(s)'), to collect and use all information and particulars provided in and with this application to consider my credentials for certification. In processing this application, I understand that the MCPCC and/or its agent(s) may confirm my employment and professional history and driving record, and I hereby authorize the MCPCC, its agent(s) or any third party assisting the MCPCC to do so. I also hereby authorize any third party, including but not limited to former and present employers, educators, trainers and referees, contacted by the MCPCC or its agent(s) to disclose to the MCPCC or its agent(s) any personal information reasonably sought by the MCPCC or its agent(s) for the purposes of processing and considering this application. Any information collected will remain strictly confidential, and any personal information disclosed will be treated as confidential and private.

Applicant Signature: _____

Date: _____

Certification Journal





CERTIFICATION JOURNAL

NAME _____

ADDRESS _____



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Introduction





Introduction

This Journal forms part of the Certification Application process for individual application and encompasses self-assessment of an Applicant's knowledge, skills and abilities validated by a Registered Evaluator(s) against the National Occupational Standards.

For further information on the Professional Bus Operator Certification Program, or information on the Motor Carrier Passenger Council of Canada, contact:

The Motor Carrier Passenger Council of Canada
9555 Yonge Street, Suite 306
Richmond Hill, ON L4C 9M5
E-mail: info@buscouncil.ca
Website: www.buscouncil.ca

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Instructions





INSTRUCTIONS

Applicants

There are two areas of the Certification Journal:

1. Confirmations of Competency
2. Bus Operator Training History

Step 1. Confirmations Of Competency

A. Requirements

- All Applicants must complete the NOS Blocks covering the Core Areas A through E inclusive. In addition, the Applicant must complete the Specialty Block applicable to his/her selected sector (one of F to J).
- Each Core Block plus the selected Specialty Block require knowledge, experience and competence validated by a Registered Evaluator. It is the Applicant's responsibility to identify his/her Evaluator(s) who can validate his/her knowledge, experience and competency in each NOS Block. You may require more than one Evaluator to confirm your competency in the subject matter in any Block. Upon accepting his/her assignment, each Evaluator must complete the Evaluator Registration



Form. The Journal provides Registration Forms for three Evaluators. Additional Forms, if required, are available through the MCPCC website or Office.

- Evaluators must have the following **Qualifications**:
 - Five years confirmed experience in training, supervising or performing responsibilities outlined in the NOS,
 - No evidence of a conflict of interest with the Applicant
 - Registered with the MCPCC

An Applicant's skills and abilities will be evaluated by observation, interview and discussion.

B. Procedure

Applicant

Review the Tasks and Sub-tasks for each applicable Block. Assess your competency in performing all these Tasks and Sub-tasks. When satisfied that you can perform all areas competently, sign the Applicant Section for each Block.

Evaluator

- Complete and submit to the MCPCC the Application for Evaluator Registration. The MCPCC Registrar will notify Evaluators when approved.
- Prior to evaluation, the Evaluator(s) will review the applicable tasks and sub-tasks contained in the NOS.
- Following the Applicant's Confirmation of Competency in a Block area, the Evaluator(s) shall validate the Applicant's declared competency in that area.

Application for Evaluator Registration

Successfully completed the on-line E-Tutorial with MCPCCon:

(DD/MM/YYYY)

Registration Number:*

(Required for Evaluator Registration)

Items marked with an asterisk * are mandatory.

Name:

Title: First Name: * Initial: Last Name: *

Mailing Address:

Street: * City: * Province/Territory: * Postal Code: *
(A1A 1A1)

Contact Information:

Home Phone: * Cell Phone: Email: Fax:

Experience in Training, Supervising or Performing Responsibilities Outlined in the NOS:(minimum 5 years)

Present Employment:

Company: * Phone: * Ext: Fax: Email:

Street: * City: * Province/Territory: * Postal Code: *
(A1A 1A1)

Current Position: * Status: * Years Employed: *

Sector *: Accessible Services: Intercity: School: Tour/Charter: Urban:

Past Employment:

Most Recent:

Company:	Phone:	Fax:	Email:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Street:		City:	Province/ Territory:	PostalCode:
<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
				(A1A 1A1)
Position:	Status:	Starting:	Ending:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Next:

Company:	Phone:	Fax:	Email:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Street:		City:	Province/ Territory:	PostalCode:
<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
				(A1A 1A1)
Position:	Status:	Starting:	Ending:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Next:

Company:	Phone:	Fax:	Email:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Street:		City:	Province/ Territory:	PostalCode:
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				(A1A 1A1)
Position:	Status:	Starting:	Ending:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Additional Information: (use this space if you wish to add any other information)

* Upon approval of registration, I give permission for my name and business contact information to be included in the MCPCC online Evaluator directory.

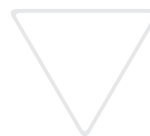
PIPEDA Policy Statement:

The Motor Carrier Passenger Council of Canada (MCPCC) is committed to protecting any of your personal information in our possession. We will not disclose any of your personal information other than for its intended use. We will only use any personal information for identified purposes set out in MCPCC'S mandate and we will not disclose or use this information without obtaining consent from you. We will work to ensure that any third parties that we do business with are compliant with Personal Information Protection and Electronic Documents Act (PIPEDA). MCPCC is committed to protecting your electronic and paper based data to prevent unauthorized access, disclosure or misuse.



Step 2: Bus Operator Training History

This area is to be completed by Applicants who have not received training from an Accredited Program. It will include a detailed account of training received relative to the Tasks and Sub-tasks in the National Occupational Standards.



3

Confirmations of Competency Form(s)





CONFIRMATIONS OF COMPETENCY
For use with one or more evaluator(s).

Applicant

I confirm that I have reviewed the NOS, all Blocks, Tasks, Sub-tasks and Supporting Knowledge and Abilities and that I am competent in performing the NOS Core Blocks A - E and the Specialty Block (s) checked.

Name: _____

Applicant Signature: _____

Date: _____

Common Core Blocks

- Block A – Pre/Post Operations
- Block B – Vehicle Operations
- Block C – Customer Relations
- Block D – Administration
- Block E – Emergency Operations

Specialty Blocks

- Block F – Urban Operations
- Block G – School Bus Operations
- Block H – Intercity Operations
- Block I – Tour And Charter Operations
- Block J – Accessible Services Operations

Evaluator

I confirm that I have reviewed the NOS and have evaluated and validated the applicants competency in the NOS blocks checked.

Name: _____

Evaluator Signature: _____

Date: _____

Common Core Blocks

- Block A – Pre/Post Operations
- Block B – Vehicle Operations
- Block C – Customer Relations
- Block D – Administration
- Block E – Emergency Operations

Specialty Blocks

- Block F – Urban Operations
- Block G – School Bus Operations
- Block H – Intercity Operations
- Block I – Tour And Charter Operations
- Block J – Accessible Services Operations

Evaluator

I confirm that I have reviewed the NOS and have evaluated and validated the applicants competency in the NOS blocks checked.

Name: _____

Evaluator Signature: _____

Date: _____

Common Core Blocks

- Block A – Pre/Post Operations
- Block B – Vehicle Operations
- Block C – Customer Relations
- Block D – Administration
- Block E – Emergency Operations

Specialty Blocks

- Block F – Urban Operations
- Block G – School Bus Operations
- Block H – Intercity Operations
- Block I – Tour And Charter Operations
- Block J – Accessible Services Operations

Evaluator

I confirm that I have reviewed the NOS and have evaluated and validated the applicants competency in the NOS blocks checked.

Name: _____

Evaluator Signature: _____

Date: _____

Common Core Blocks

- Block A – Pre/Post Operations
- Block B – Vehicle Operations
- Block C – Customer Relations
- Block D – Administration
- Block E – Emergency Operations

Specialty Blocks

- Block F – Urban Operations
- Block G – School Bus Operations
- Block H – Intercity Operations
- Block I – Tour And Charter Operations
- Block J – Accessible Services Operations



Common Core Blocks

Block A – Pre/Post Operations

Task 1 Checks in for Work

- Sub-tasks
- 1.01 Reports to Dispatch
- 1.02 Reviews Driver Notices
- 1.03 Prepares work material

Task 2 Circle Checks Vehicle

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

Task 3 Conducts Post-operation procedures

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

Block B – Vehicle Operations

Task 4 Drives Vehicle

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

Task 5 Follows Safe Boarding and Exiting Procedures

- Sub-tasks
- 5.01 Pulls into stop safely
- 5.02 Ensures all door areas are clear
- 5.03 Boards people with special needs
- 5.04 Ensures aisles are clear of items
- 5.06 Monitors stop areas
- 5.07 Merges safely into traffic

Task 6 Follows Schedule Guidelines

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

Task 7 Ensures Passenger Comfort and Safety

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

Block C – Customer Relations

Task 8 Greets Passengers

- Sub-tasks
- 8.01 Displays professional image
- 8.02 Acknowledges passengers

Task 9 Responds to Passenger Inquiries

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

Task 10 Deals with Difficult Situations

- Sub-tasks
- 10.01 Informs Passengers of rules and regulations
- 10.02 Determines level of assistance required, and makes requests
- 10.03 Anticipates potential problems
- 10.04 Ensures safe discharge of disruptive passengers

Block D – Administration

Task 11 Relates to Others

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

Task 12 Prepares Reports

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

Block E – Emergency Operations

Task 13 Deals with Passenger Emergencies

- Sub-tasks
- 13.01 Responds to medical emergencies
- 13.02 Responds to emotional emergencies
- 13.03 Responds to criminal emergencies

Task 14 Deals with Vehicle Emergencies

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

Task 15 Deals with Public Emergencies

- Sub-tasks
- 15.01 Responds to accidents
- 15.02 Provides "Safe Haven" for those in need
- 15.03 Participates in "road watch" or "neighbour-hood watch" programs



Specialty Blocks

Block F – Urban Operations

Task 16 *Interacts with Urban Passengers*

- Sub-tasks
- 16.01 Collects fares
- 16.02 Receives, verifies and issues transfers
- 16.03 Monitors passenger loads

Task 17 *Manoeuvres Urban Vehicles*

- Sub-tasks
- 17.01 Drives vehicle in congested situations
- 17.02 Operates a wide variety of vehicles
- 17.03 Follows scheduled routes

Block G – School Bus Operations

Task 18 *Stops Vehicle*

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

Task 19 *Boards and Exits Students*

- Sub-tasks
- 19.01 Advises students of safe road-crossing procedures
- 19.02 Ensures all students have crossed road and boarded
- 19.03 Ensures students exit at designated stop
- 19.04 Ensures parent or guardian is present at stop if necessary
- 19.05 Ensures students are out of "danger zone"
- 19.06 Verifies that all students have exited

Task 20 *Manages Students*

- Sub-tasks
- 20.01 Ensures students are seated
- 20.02 Maintains discipline

Block I – Tour And Charter Operations

Task 23 *Interacts with Tour and Charter Passengers*

- Sub-tasks
- 23.01 Greets and orients passengers
- 23.02 Points out sights of interest
- 23.03 Responds to needs of tour passengers
- 23.04 Organizes pick-up and drop-off of passengers

Task 24 *Manoeuvres Tour Vehicle*

- Sub-tasks
- 24.01 Prepares vehicle daily
- 24.02 Operates passenger information and entertainment systems
- 24.03 Drives in unfamiliar territory
- 24.04 Ensures vehicle and passenger documentation

Block J – Accessible Services Operations

Task 25 *Plans Route*

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

Task 26 *Assists Passengers to and from Seating*

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

Task 27 *Manoeuvres Vehicle for Safe Access*

- Sub-tasks
- 27.01 Allows space for lifts
- 27.02 Backs vehicle

Task 28 *Provides Attention to Special Needs*

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

4

Bus Operator Training History





This section is only required for individual applicants whose company has not received accreditation of their training program.

Bus Operator Training History

The Certification Program recognizes the thorough and demanding training necessary for a Professional Bus Operator to deliver optimal performance against the National Occupational Standards. This is why the MCPCC has instituted an Accreditation Program to support Professional Certification.

Training Providers have an opportunity to have their Programs reviewed by the AC Board and be awarded the Accreditation Certificate. This means that the complete training program developed and delivered by the Training Provider conforms to the National Occupational Standards.

Accredited Programs

A list of Accredited Programs is available on the MCPCC Accreditation Centre website, or by contacting the MCPCC office.



If you have completed the Training Program from an organization that has applied for and received Accreditation from the MCPCC you are only required to confirm this on your application.

Non-Accredited Training

Like Certification, the Accreditation Program is voluntary. Therefore, if an organization has not applied for or received MCPCC Accreditation you still have an opportunity to receive the individual Bus Operator Certification. In this case, you must complete the Bus Operator Training History.

Instructions

On the pages following, list source(s) and attach verification of all Training received that relates to the NOS Blocks A-E, plus a minimum of one of F-J.

Verification may include training certificates, transcripts and employer confirmation.



BUS OPERATOR TRAINING HISTORY

VERIFICATION ATTACHED
 (Certificates, transcripts,
 Employer Confirmation)

Yes No

TRAINING PROVIDER

TRAINING COMPLETED
 (Courses, In-house, etc.)

DATE COMPLETED

NOS BLOCKS & BENCHMARK CURRICULUM
 (Core Blocks A-E + one of F-J)

Block A – Pre/Post Operations

Benchmark Curriculum

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



BUS OPERATOR TRAINING HISTORY

VERIFICATION ATTACHED
 (Certificates, transcripts,
 Employer Confirmation)

Yes No

TRAINING PROVIDER

TRAINING COMPLETED
 (Courses, In-house, etc.)

DATE COMPLETED

NOS BLOCKS & BENCHMARK CURRICULUM
 (Core Blocks A-E + one of F-J)

Block B – Vehicle Operations

Benchmark Curriculum

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.



BUS OPERATOR TRAINING HISTORY

VERIFICATION ATTACHED
 (Certificates, transcripts,
 Employer Confirmation)

Yes No

TRAINING PROVIDER

TRAINING COMPLETED
 (Courses, In-house, etc.)

DATE COMPLETED

NOS BLOCKS & BENCHMARK CURRICULUM
 (Core Blocks A-E + one of F-J)

Block C – Customer Relations

Benchmark Curriculum

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.



BUS OPERATOR TRAINING HISTORY

VERIFICATION ATTACHED
 (Certificates, transcripts,
 Employer Confirmation)

Yes No

TRAINING PROVIDER

TRAINING COMPLETED
 (Courses, In-house, etc.)

DATE COMPLETED

NOS BLOCKS & BENCHMARK CURRICULUM
 (Core Blocks A-E + one of F-J)

Block D - Administration

Benchmark Curriculum

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.



BUS OPERATOR TRAINING HISTORY

VERIFICATION ATTACHED
 (Certificates, transcripts,
 Employer Confirmation)

Yes No

TRAINING PROVIDER

TRAINING COMPLETED
 (Courses, In-house, etc.)

DATE COMPLETED

NOS BLOCKS & BENCHMARK CURRICULUM
 (Core Blocks A-E + one of F-J)

Block E – Emergency Operations

Benchmark Curriculum

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.



BUS OPERATOR TRAINING HISTORY

VERIFICATION ATTACHED
(Certificates, transcripts,
Employer Confirmation)

Yes No

TRAINING PROVIDER

TRAINING COMPLETED
(Courses, In-house, etc.)

DATE COMPLETED

NOS BLOCKS & BENCHMARK CURRICULUM (Core Blocks A-E + one of F-J)

Block F – Urban Operations

Benchmark Curriculum

- 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)



BUS OPERATOR TRAINING HISTORY

VERIFICATION ATTACHED
 (Certificates, transcripts,
 Employer Confirmation)

Yes No

TRAINING PROVIDER

TRAINING COMPLETED
 (Courses, In-house, etc.)

DATE COMPLETED

NOS BLOCKS & BENCHMARK CURRICULUM
 (Core Blocks A-E + one of F-J)

Block G – School Bus Operations

Benchmark Curriculum

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



BUS OPERATOR TRAINING HISTORY

VERIFICATION ATTACHED
 (Certificates, transcripts,
 Employer Confirmation)

Yes No

TRAINING PROVIDER

TRAINING COMPLETED
 (Courses, In-house, etc.)

DATE COMPLETED

NOS BLOCKS & BENCHMARK CURRICULUM
 (Core Blocks A-E + one of F-J)

Block H – Intercity Operations

Benchmark Curriculum

- Legal responsibilities of intercity operators
- Dangerous goods legislation (WHMIS, identification handling)
- Luggage and freight (identification, weights, lifting guidelines, fares and tariffs)
- Boarding intercity passengers (greeting, documentation)
- Passenger orientation (safety, route, schedule, stops, on-board amenities)
- Rest stop procedures (driver responsibility, passenger information, departure times, passenger count)
- En route communications (up-coming stops, connection information)
- Inventory control
- Post trip procedures (reporting, all passengers exited, lost property, preparation for next trip)



BUS OPERATOR TRAINING HISTORY

VERIFICATION ATTACHED
 (Certificates, transcripts,
 Employer Confirmation)

Yes No

TRAINING PROVIDER

DATE COMPLETED

TRAINING COMPLETED
 (Courses, In-house, etc.)

NOS BLOCKS & BENCHMARK CURRICULUM
 (Core Blocks A-E + one of F-J)

Block I – Tour And Charter Operations

Benchmark Curriculum

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



BUS OPERATOR TRAINING HISTORY

VERIFICATION ATTACHED
(Certificates, transcripts,
Employer Confirmation)

Yes No

TRAINING PROVIDER

TRAINING COMPLETED
(Courses, In-house, etc.)

DATE COMPLETED

NOS BLOCKS & BENCHMARK CURRICULUM
(Core Blocks A-E + one of F-J)

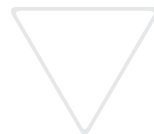
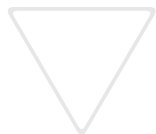
Block J – Accessible Services Operations

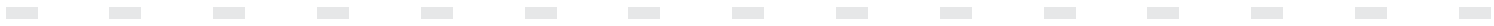
Benchmark Curriculum

- 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)



5.0 NOTES





NOTES

Lined area for taking notes, consisting of approximately 22 horizontal lines.

