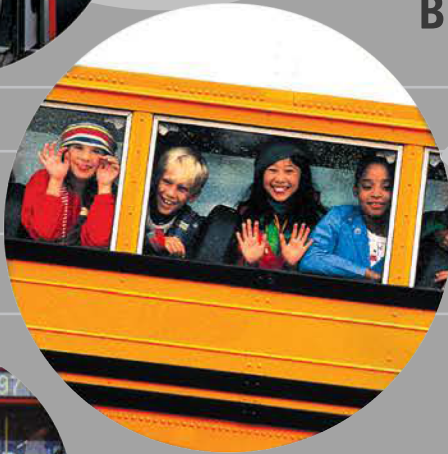




Motor Carrier Passenger Council Of Canada
Conseil canadien du transport de passagers

Policies & Procedures

National
Certification Program
Bus Operator Training Instructor



We're
Canada's Bus
Industry!

www.buscouncil.ca

Policies & Procedures

National Certification Program Bus Operator Training Instructor



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Conseil canadien du transport de passagers*

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Disponible en français sous le titre : Politiques et procédures
Programme national d'agrément de
Formateur de Conducteurs d'autobus

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

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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Program at a Glance Training Instructor Certification

Certification

Applicant for Certification

- Acces Application Package
- Complete Application Form
- Enclose applicable Fee
- Forward Application to MCPCC

MCPCC

- Receives Application
- Reviews Application for completeness
- Accepts or rejects Application
- If accepted, candidate sits the challenge examination
- If the pass mark is achieved, a complete report is submitted to the CB
- If rejected, the applicant is notified of necessary correctives with not additional fee

Certification Board (CB)

- Reçoit les demandes transmises
- Examine les demandes en fonction de critères précis
- Recommande le candidat à l'agrément Ou
- Juge que le candidat ne répond pas aux critères
- Avise le CCTP de la décision

MCPCC

- Awards Certification
- Maintains records

MCPCC Secretaria

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

Legend

MCPCC	- Motor Carrier Passenger Council of Canada
NOS	- National Occupational Standards
CB	- Certification Board

Guiding Principles



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



1.0 Introduction

The Motor Carrier Passenger Council of Canada (MCPCC) is committed to the successful development and implementation of a Bus Operator Training Instructor Certification Program (the 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 Objective

The objective of the Program is to formally recognize the competency of Bus Operator Training Instructors (Training Instructors) through demonstrated knowledge, experience and abilities evaluated against the National Occupational Standards (NOS).

2.2 Goals

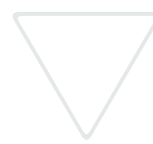
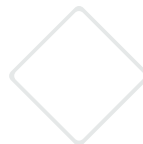
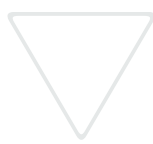
The goals of the Programs encompass the following:

To the individual

- Enhances professionalism
- Provides a sense of pride and personal accomplishment
- Validates a standard of practice
- Recognizes a standard level of knowledge and skill

To the Employer

- Increases competence level of employees
- Improves employee satisfaction and engagement
- Provides professional development opportunities for employees
- Provides standards for use in human resource hiring, performance management and evaluation practices
- Improves customer satisfaction and loyalty and corporate image



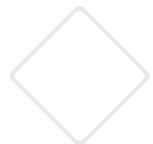
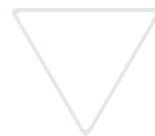
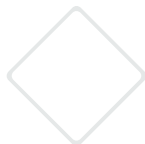
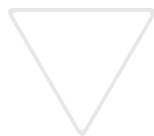


3.0 Scope

- 3.1 The Certification of Training Instructors is voluntary.
- 3.2 Training Instructor Certification shall be based on the NOS and reflect a combination of relevant training, work experience, knowledge and skill attainment. These will be documented through an experience prerequisite, approved Registered Evaluator with the MCPCC, satisfactory references and a passing mark on the MCPCC challenge examination.

4.0 Definitions

Bus Operator Training Instructor Certification Board	An MCPCC Board Committee established for the purpose of evaluating and recommending Training Instructors for Certification.
Applicant for Bus Operator Training Instructor Certification	A person who meets the eligibility requirements and who has submitted an Application to the MCPCC for Certification.
Certified Bus Operator Training Instructor	A successful Applicant who received professional designation from the MCPCC on the recommendation of the Certification Board.
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 Bus Operator Training Instructor.
Registrar	Staff member of the MCPCC who is responsible for the administration of the Certification Program.
Secretariat	Administrative Office of the MCPCC.





5.0 Governance

5.1 Bus Operator Training Instructor Certification Board (Certification Board)

The Certification Board will govern its meetings and decision making process in accordance with MCPCC by-laws outlined under article 3.4.

5.1.1 Organization

The MCPCC shall appoint a standing committee to be known as the Bus Operator Training Instructor Certification Board (Certification Board) under Article 3.6 of the by-laws. The Board shall be impartial and independent in relation to its applicants and candidates, and shall be solely responsible for all decisions related to certification of individuals.

5.1.2 Function

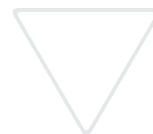
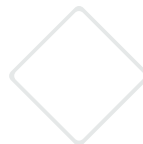
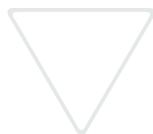
The Certification Board will provide the broad industry acumen and technical expertise required to ensure the ongoing excellence of the Program.

5.1.3 Structure

The Certification Board will have between 8 and 12 members with at least one bilingual.

5.1.4 Members

The Certification 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 instructor certification.





5.1.5 Voting

It is a fundamental principle that all decisions of the Certification Board shall be arrived at by consensus. In the event that a vote becomes necessary, an equality of votes 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 MCPCC by-laws.

5.2 MCPCC Related By-Laws

Article 3.5 Quorum

At any meeting of the Board of Directors, one-third (1/3) of the voting directors, one of whom must be a representative of organized labour and one of whom must be a representative of the 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 Certification Board

- 6.1.1 The Certification 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 Certification Board sole responsibility to grant, maintain, renew, expand/reduce scope, suspend or withdraw training instructor certifications.
- 6.1.2 The Certification Board will meet as deemed necessary by the MCPCC.
- 6.1.3 The Chair(s) will conduct and oversee regular and extraordinary meetings and represent the Certification Board to the MCPCC in direct liaison.
- 6.1.4 The Certification Board will report to the MCPCC by submitting Minutes and the Chair may be required to attend Board of Directors Meetings.
- 6.1.5 The Certification Board will review MCPCC Secretariat recommendations for Certification; will be responsible for the review of Application Packages and will respond with decisions to the MCPCC.
- 6.1.6 The Certification Board will review existing certifications in accordance with the Recertification and Revocation Policies.
- 6.1.7 The Certification Board will identify and recommend enhancements to the Programs.
- 6.1.8 The Certification Board will review, assess and respond to written complaints.
- 6.1.9 The Certification Board will participate in all revocation decisions.
- 6.1.10 The Certification Board will maintain impartiality by not providing assistance to candidates in the preparation of their applications nor act in an evaluation capacity for candidates.



6.2 Duties of the MCPCC Secretariat

The Secretariat:

- 6.2.1 Provides interface between all third parties and the Certification Board.
- 6.2.2 Promotes the national program of certification for Bus Operator Training Instructors.
- 6.2.3 Provides the management and control function for all financial administration for the Program and the Certification Board.
- 6.2.4 Provides and maintains all literature, records and accounts for the Programs and the Certification Board in accordance with MCPCC Records Management Policy.
- 6.2.5 Owns and issues all certificates to successful candidates, signed by the CEO and Registrar.
- 6.2.6 Reviews Applications for completeness and Program conformity and submits appropriate documentation to the Certification Board.
- 6.2.7 Provides all administrative, secretarial and logistical support required for the effectiveness of the Program. Paper-based information is securely stored in locked cabinets on site; electronic information is password protected and backed-up daily.
- 6.2.8 Maintains a Code of Ethics for the Program.
- 6.2.9 Institutes a surveillance process of applicant contact through observation and file review prior to awarding, renewing and revoking accreditations and certifications. Site visits will be performed in accordance with the MCPCC Audit Procedures.
- 6.2.10 Collects statistical data to measure the effectiveness of training delivered in accordance with the Recertification Policy.



- 6.2.11 Initiates a comprehensive review of the NOS and Policies and Procedures at five (5) year intervals. Revisions to the NOS and/or Policies and Procedures will be communicated to all stakeholders via electronic and web media.

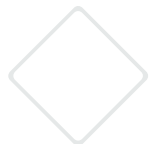
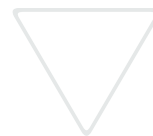
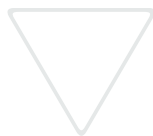
6.3 **Complaint Process**

To ensure the continued excellence of the Programs, complaints will be considered by the Certification 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.

7.0 Fees

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





8.0 Certification Process

CRITERIA	VALIDATION
Experience	Minimum three years cumulative experience as a Bus Operator Training Instructor within a 5 year period including the year of application. Note: One year is defined as a 12 month calendar period and applies to both full-time and part-time trainers.
Knowledge – NOS for Bus Operators	Must be a Registered Evaluator with MCPCC.
Knowledge and Skills Requirement	Pass the MCPCC Bus Operator Training Instructor Challenge Examination.
References	Three (3) references with a minimum of 1 from a supervisor or manager and the remaining from a supervisor or manager, a peer or a trainee.
Professional Development	A minimum of 60 hours of professional development in each 3-year period.
Code of Ethics	Consent to abide by the Code of Ethics for training instruction practice

8.1 Steps to Certification

- 8.1.1 Individuals will access an Application Package via the MCPCC website (www.buscouncil.ca) or by hard copy via the MCPCC Office.
- 8.1.2 The Certification Application Package consists of:
- Application Form
 - Certification Fee.
- 8.1.3 Applicants will complete and submit to the Registrar of the MCPCC Secretariat:
- Application Form
 - The Applicable Fee.



- 8.1.4 Applicants should consider the Registrar as a liaison resource during the preliminary application process.
- 8.1.5 The Registrar will review the Application to ensure satisfactory completion. If the Application is complete, the MCPCC will arrange for applicant to sit the challenge examination.
- 8.1.6 If applicant receives the pass mark of the exam, MCPCC refers applicant to the Certification Board with a comprehensive report. If the Application is incomplete, the Applicant will be notified of necessary correctives.
- 8.1.7 Referred Applicants will be assessed by the Certification Board and notified via the MCPCC Secretariat of the Certification Board's decision.
- 8.1.8 The Certification Board, finding a submitted Application to be complete and acceptable will award Certification.
- 8.1.9 The Certification 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 correctible deficiency(ies) and resubmit an Application for re-assessment with no additional fee.
- 8.1.10 MCPCC will retain paper and electronic data (application, evaluation report, data base records)

8.2 **Bus Operator Training Instructor Certification Logo and Trademarks Usage**

Motor Carrier Passenger Council of Canada (“MCPCC”) is sole owner of various logos, tag lines and trademarks (collectively referred to as the “Trademarks”)

Trademarks can only be used by Training Instructors authorized by MCPCC who have successfully completed the MCPCC certification process and only for as long as they remain in good standing with the MCPCC.



8.2.1 Authorized Training Instructors May Use The Trademarks On:

1. Business cards - tag line - MCPCC Certified Bus Operator Training Instructor, bottom, center.
2. Résumé and curriculum vitae - tag line - MCPCC Certified Training Instructor, in footer. Listing of the completed certification process may be used within the résumé.
3. Letterhead - tag line MCPCC Certified Training Instructor in footer.
4. Email, auto-signature - tag line MCPCC Certified Training Instructor.
5. Web site - above logo must link to Motor Carrier Passenger Council of Canada web site to appropriate Certification web page. This link is not to be seen as an endorsement by Motor Carrier Passenger Council of Canada of your web site nor does Motor Carrier Passenger Council of Canada accept any responsibility or liability for any content appearing on your web site.

8.2.2 Other placements require the prior written approval of MCPCC.

Some unauthorized uses are:

1. Using the trademarks in any misleading manner.
2. Using any or all trademarks to bring the MCPCC into disrepute.

8.2.3 **Revocation or Termination of Certification**

In the event of revocation or termination of certification, the certificate holder shall immediately remove and stop publishing any reference to certification status and shall stop using any and all Trademarks of MCPCC.



8.2.4 **Termination at any time**

- The certificate holder shall agree to immediately remove the Trademarks if asked to do so by MCPCC at any time.
- Motor Carrier Passenger Council of Canada may amend these guidelines at any time without prior notice.

8.3 **Recertification**

Certified Training Instructors will be required to formally recertify their registration with the MCPCC under the following circumstances:

- 8.3.1 When the NOS has changed thereby requiring a declaration of competency regarding the change(s); the NOS is reviewed at five (5) year intervals.
- 8.3.2 In accordance with the Certification Policy of the MCPCC
- 8.3.3 The Registrar will provide applicable documents and liaison when timely
- 8.3.4 The Recertification Process requires Registrar review and Certification Board approval.

8.4 **Revocation**

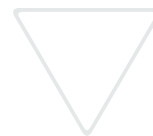
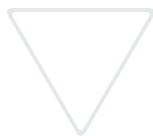
Certification may be revoked for any of the following reasons:

- 8.4.1 Loss of Driving License
- 8.4.2 Criminal Conviction
- 8.4.3 Substantiated flagrant or repetitive driving infractions suggesting an unfavourable pattern of driving performance
- 8.4.4 Non-compliance with the Code of Ethics
- 8.4.5 Inappropriate or misleading use of tags, badges, pins or references in such a manner as to bring disrepute to the MCPCC.



8.5 Appeal

- 8.5.1 **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.
- 8.5.2 **A Certificate Holder** 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.
- 8.5.3 **If the Appeal is Upheld** the Appellant shall be immediately accepted/reinstated, (as applicable) and all Parties officially notified by the MCPCC Secretariat.
- 8.5.4 **If the Appeal is Denied** the Appellant may re-apply to the MCPCC Secretariat for acceptance/reinstatement, (as applicable) following corrective action.





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



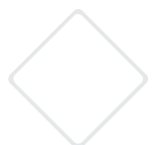
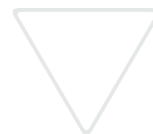
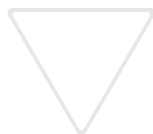
Shall not undertake or commit to perform services for which we/he/she
are/is not qualified and/or reasonably competent



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





APPLICATION FOR CERTIFICATION

(TRAINING INSTRUCTOR)

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

ATTACHMENTS
Copy of License
Application Fee

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) (Commercial License for the purpose of Bus Passenger Transportation)

Province(s): _____ Class(es): _____ Endorsements: _____ How Long Held: _____
Current License Issue Date: _____

EDUCATION

- High School College / CEGEP University
 Other (Please Specify) _____

PRESENT EMPLOYMENT

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



Applicant Name: _____

PRIOR EXPERIENCE AS A TRAINING INSTRUCTOR

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

PLEASE INDICATE WHERE YOU RECEIVED YOUR BUS OPERATOR TRAINING (If Applicable)

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: _____