



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

Policies & Procedures

National
Certification Program
Professional Bus Operators



We're
Canada's Bus
Industry!

www.buscouncil.ca

Policies & Procedures

National Certification Program Professional Bus Operators



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

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Programme national d'agrément de
conducteurs d'autobus professionnels

For further information on these Programs, or for information on the
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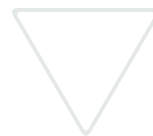
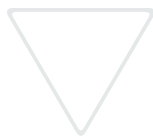
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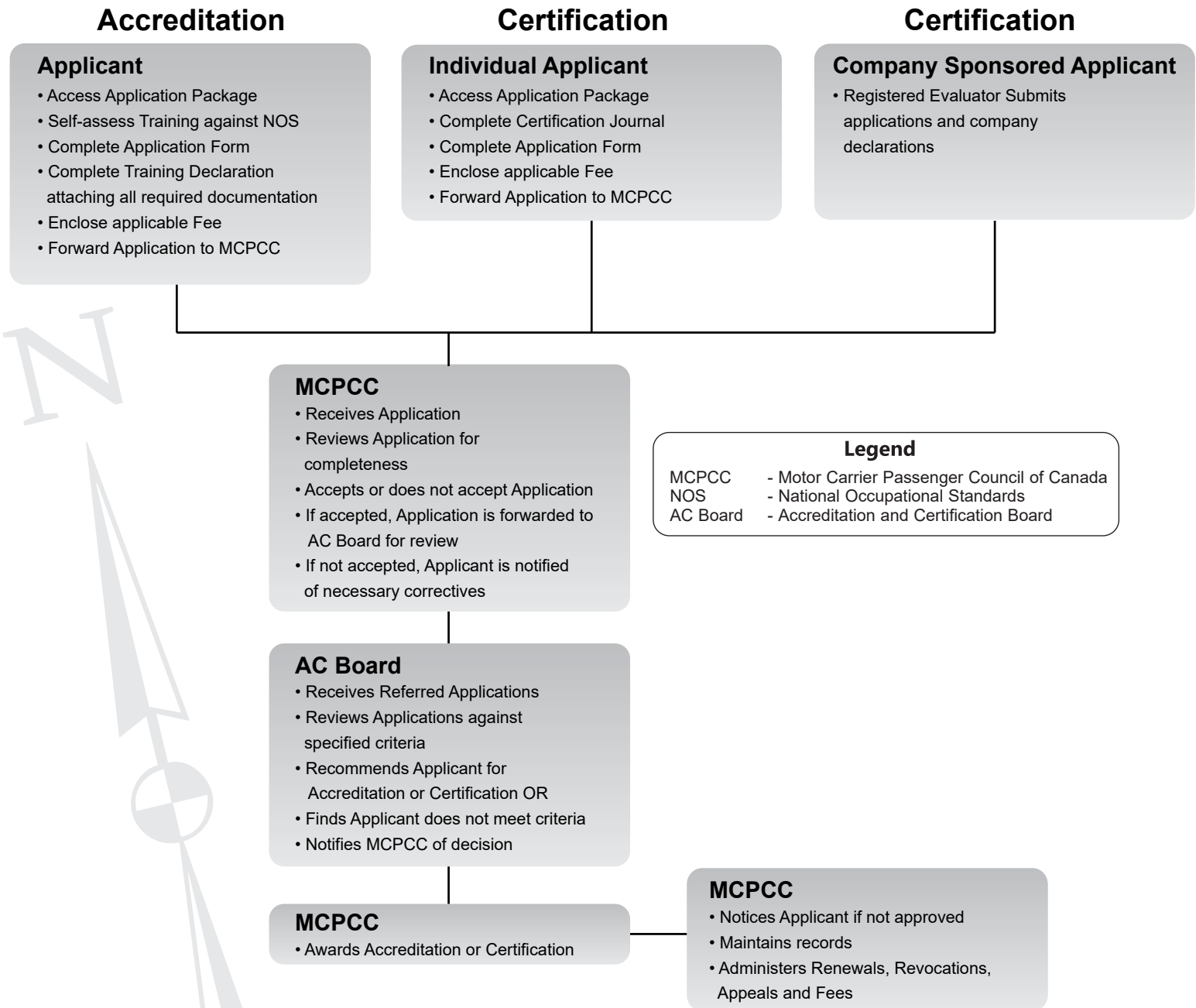


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Programs at a Glance



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 National Training Provider Accreditation Program, a National Bus Operator Certification Program and a National Training Instructor Certificate Program by engaging the collaborative participation of stakeholders and other resource entities to capitalize on their collective professional acumen and experience.

2.0 Objectives & Goals

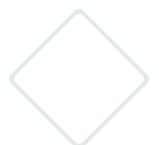
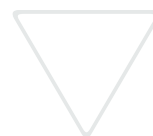
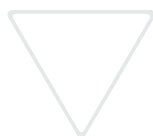
2.1 Certification

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.

2.2 Goals

The goals of the Programs encompass the following:

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





3.0 Scope

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

4.0 Definitions

| | |
|--|---|
| Accreditation and Certification Board (AC Board) | An MCPCC Committee established for the purpose of evaluating and recommending Applicants for Accreditation or Certification |
| Benchmark Curriculum Criteria | An outline of training scope and content developed from the NOS |
| Registrar | MCPCC representative who is responsible for the administration of the Accreditation and Certification Programs |
| Evaluator | A registered (with MCPCC) practitioner who has five years confirmed experience in training, supervising or performing responsibilities outlined in the NOS and who can attest that an Applicant for Certification has accomplished the required tasks competently |
| National Occupational Standards (NOS) | The tasks, sub-tasks and body of knowledge and abilities set out in the MCPCC publication titled: National Occupational Standards for Professional Bus Operators |



5.0 Governance

5.1 Accreditation and Certification Board (AC Board)

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

5.1.1 Organization

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

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

5.1.2 Function

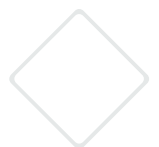
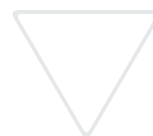
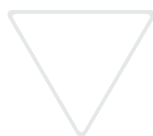
The AC Board will provide the broad industry acumen and technical expertise required to ensure the ongoing excellence of the Programs.

5.1.3 Structure

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

5.1.4 Members

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





5.1.5 Voting

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

5.1.6 Quorum

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

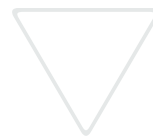
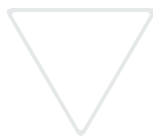
5.1.7 MCPCC Related By-Laws

Article 3.5 Quorum

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

Article 3.6 Other Committees

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





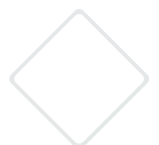
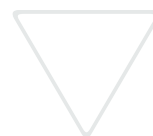
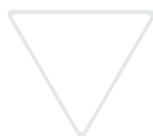
6.0 Administration

6.1 Duties of The AC Board

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

6.2 Duties of The MCPCC

- 6.2.1 Provide interface between all third parties and the AC Board.
- 6.2.2 Promote the Training Provider Accreditation and 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.



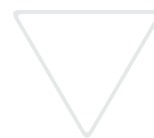
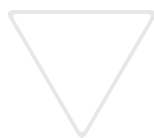


- 6.2.5 Review Applications for completeness and Program conformity and make recommendations to the AC Board submitting appropriate documentation.
- 6.2.6 Provide all administrative, secretarial and logistical support required for the effectiveness of the Programs.
- 6.2.7 Maintain a Code of Ethics for 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

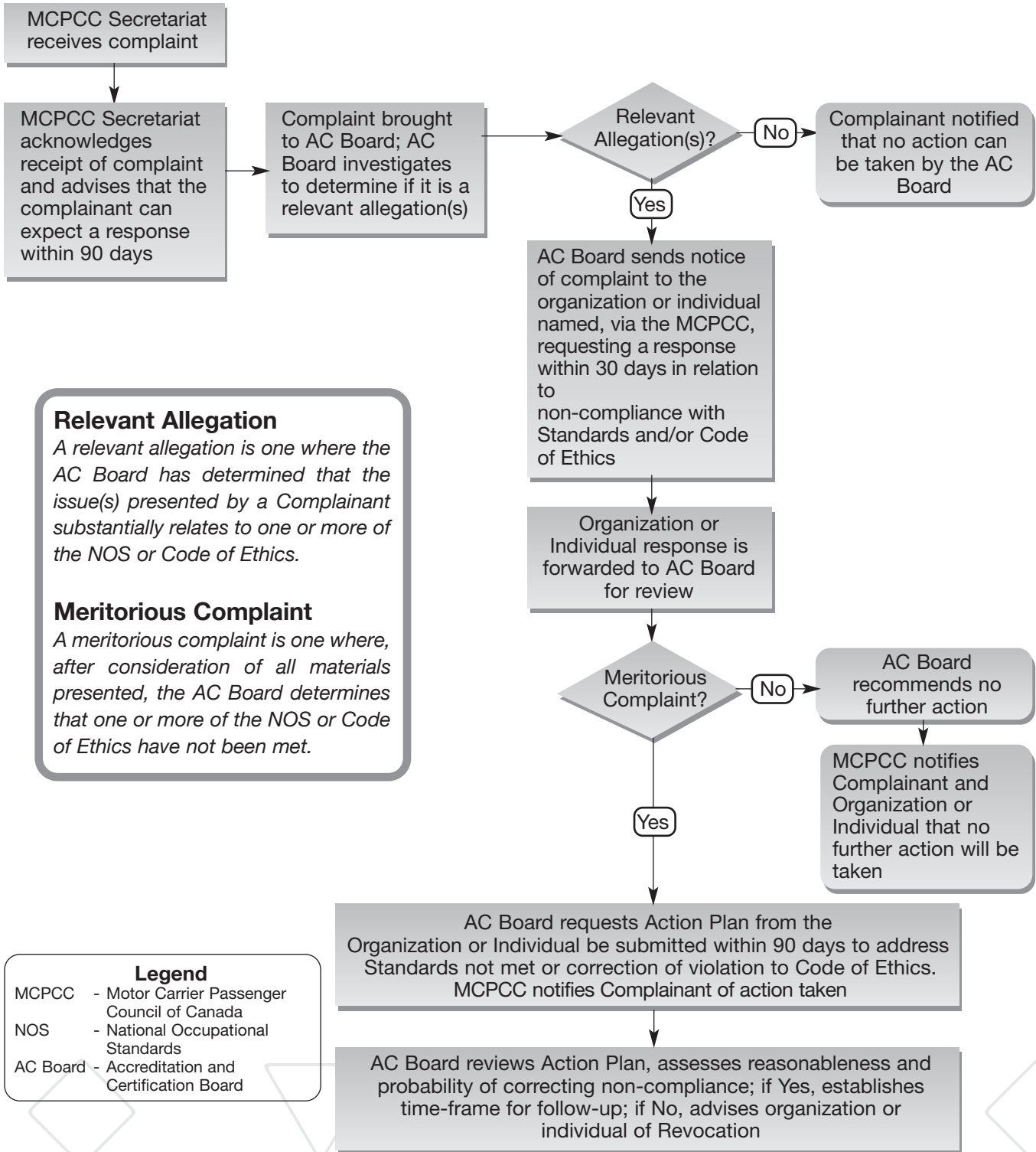
To ensure the continued excellence of the Programs, complaints will be considered by the AC Board under the following conditions:

- 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.

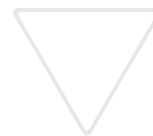
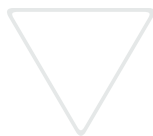
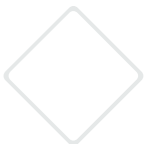
Legend

- 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.





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



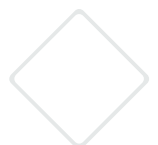
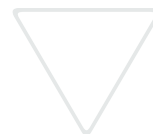
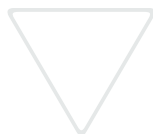
Shall not undertake or commit to perform services for which we/he/she
are/is not qualified and/or reasonably competent



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



Certification Process



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



8.0 Certification Process

8.1 Criteria

| CRITERIA | VALIDATION |
|----------------------|---|
| Knowledge | 1. Training received through an MCPCC 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 |



8.2 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.

8.2.1 Qualifications

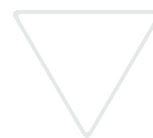
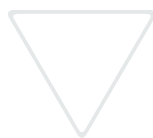
- Five years confirmed experience in training, performing responsibilities outlined in the NOS.
- No evidence of a conflict of interest with the Applicant.
- Registered with the MCPCC.

8.2.2 Evaluation

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

8.2.3 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.





8.3 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 process your application

MCPCC:

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

STEP THREE - The Accreditation and Certification (AC) Board review 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 decisions

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.

8.4 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.

8.5 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.

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 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.



8.6.3 If the Appeal is Upheld

The Appellant shall be immediately accepted/reinstated (as applicable) and all Parties officially notified by the MCPCC.

8.6.4 If the Appeal is Denied

The Appellant may re-apply to the MCPCC for acceptance/ reinstatement (as applicable) following corrective action.

9.0 Professionnel Bus Operator Certification Logo and Trademark 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 Professional Bus Operators 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.

9.1 Authorized MCPCC Certified Professional Bus Operators May Use The Trademarks On:

1. Business cards - tag line - Certified Professional Bus Operator, CPBO, bottom, center.
2. Résumé and curriculum vitae - tag line - CPBO Certified Professional Bus Operator, in footer. Listing of the completed certification process may be used within the résumé.
3. Letterhead - tag line CPBO Certified Professional Bus Operator in footer.
4. Email, auto-signature - tag line CPBO Certified Professional Bus Operator.



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.

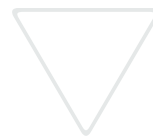
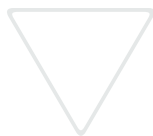
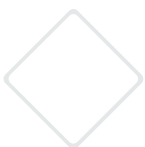
9.2 Other placements require the prior written approval of MCPCC.

Some unauthorized uses are:

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

9.3 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.





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

Regular

ATTACHMENTS

Certification Journal

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)

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: _____