

**SKILLS FRAMEWORK FOR PUBLIC TRANSPORT
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Bus Operations					
TSC	Bus Service Route Operations Training and Development					
TSC Description	Provide coaching to facilitate learning of bus service route operations					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			PTP-BOP-3007-1.1			
			Provide coaching to Bus Captains to perform bus service route operations			
Knowledge			<ul style="list-style-type: none"> • Roles and responsibilities as a coach to Bus Captains • Coaching techniques • Types of effective communication techniques • Organisational resources, checklists, and learning materials for the conduct of coaching • Organisational policies and service standards on service route operations • Features and functions of bus controls and on-board equipment • Operating procedures for using bus controls and on-board equipment • Safe and defensive driving techniques • Bus parking locations • Fuel-efficient driving techniques • Types and common causes of potential dangers and blind spots on the road that may cause accidents • Procedures for managing incidents and/or accidents that 			

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			<p>occur during service route operations</p> <ul style="list-style-type: none"> • Methods for providing and gathering feedback from Bus Captains 			
Abilities			<ul style="list-style-type: none"> • Prepare coaching resources, checklists, and learning materials for Bus Captains • Demonstrate and provide instructions to Bus Captains on the operation of bus controls and on-board equipment, safe driving techniques, and incident management procedures • Assess Bus Captains' competence in operating bus controls and on-board bus equipment, driving safely and defensively, road familiarity, and incident management procedures • Provide feedback and suggest areas of improvement to Bus Captains • Review the effectiveness of one's coaching skills 			