

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

TSC Category	Corporate Governance and Policies					
TSC	Bus Regulatory Compliance					
TSC Description	Comply to bus legislative and regulatory requirements by establishing and adhering to internal work procedures, to prevent incidents of non-compliance and regulatory oversight					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	PTP-CGP-1004-1.1	PTP-CGP-2004-1.1	PTP-CGP-3004-1.1	PTP-CGP-4004-1.1	PTP-CGP-5004-1.1	
	Perform daily work activities in accordance with bus legislative and regulatory requirements	Interpret elements of bus legislative and regulatory requirements to identify potential areas of non-compliance in operational activities	Administer internal Standard Operating Procedures (SOPs) to ensure organisational compliance with bus legislative and regulatory requirements	Manage compliance monitoring and formulate action plans to address identified compliance issues and/or challenges	Formulate organisational Standard Operating Procedures (SOPs) in accordance with bus legislative and regulatory requirements, to facilitate compliance in work processes	
Knowledge	<ul style="list-style-type: none"> Road Regulations and Road Traffic (Public Service Vehicles) Rules Bus Services Industry Act in the areas of: <ul style="list-style-type: none"> Provision of bus services Operation of bus depots Operation of bus interchange Record-keeping and providing information on the quality of service Codes of Practice Importance of bus legislative and regulatory requirements 	<ul style="list-style-type: none"> Road Regulations and Road Traffic (Public Service Vehicles) Rules Bus Services Industry Act in the areas of: <ul style="list-style-type: none"> Enforcement of performance standards in public bus services contracts Conditions of bus service licences Conditions of bus depot licence or bus interchange licence Record-keeping and providing information on the quality of service Codes of Practice Importance of bus legislative and regulatory requirements Methods to identify potential non-compliances in operational activities 	<ul style="list-style-type: none"> Road Regulations and Road Traffic (Public Service Vehicles) Rules Bus Services Industry Act in the areas of: <ul style="list-style-type: none"> Enforcement of performance standards in public bus services contracts Conditions of bus service licences Conditions of bus depot licence or bus interchange licence Record-keeping and providing information on the quality of service Codes of Practice Target audiences for the SOPs Organisational communication platforms and channels to disseminate information on SOPs Best practices on implementing SOPs 	<ul style="list-style-type: none"> Road Regulations and Road Traffic (Public Service Vehicles) Rules Bus Services Industry Act in the areas of: <ul style="list-style-type: none"> Enforcement of performance standards in public bus services contracts Conditions of bus service licences Conditions of bus depot licence or bus interchange licence Record-keeping and providing information on the quality of service Codes of Practice Financial accounts and statements Types of monitoring mechanisms to identify non-compliances Types of compliance audits and reports 	<ul style="list-style-type: none"> Road Regulations and Road Traffic (Public Service Vehicles) Rules Bus Services Industry Act in the areas of: <ul style="list-style-type: none"> Enforcement of performance standards in public bus services contracts Conditions of bus service licences Conditions of bus depot licence or bus interchange licence Record-keeping and providing information on the quality of service Codes of Practice Financial accounts and statements Step-in arrangements to take over operations of current licensee 	

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		<ul style="list-style-type: none"> Documentation and/or reporting requirements to record observations on potential non-compliance in operational activities 		<ul style="list-style-type: none"> Documentation and reporting requirements for non-compliances Components of action plans for addressing non-compliances observed 	<ul style="list-style-type: none"> Types of functional operations requiring organisational SOPs to ensure compliance with bus legislative and regulatory requirements Content, procedures, formats, and work instruction templates for the development of organisational SOP manuals New regulatory changes impacting bus operations 	
Abilities	<ul style="list-style-type: none"> Follow organisational policies and procedures to ensure compliance with bus legislative and regulatory requirements Provide feedback to improve processes related to own area of work, to meet bus legislative and regulatory requirements Keep oneself updated on the currency of bus legislative and regulatory requirements 	<ul style="list-style-type: none"> Identify potential areas of non-compliance in operational activities Document and/or report potential areas of non-compliance in operational activities Provide suggestions to improve organisational Standard Operating Procedures (SOPs) and work processes to meet bus legislative and regulatory requirements 	<ul style="list-style-type: none"> Implement organisational SOPs to ensure organisational compliance with bus legislative and regulatory requirements Communicate SOPs to staff to facilitate organisational compliance with bus legislative and regulatory requirements Recommend improvements to the implementation of SOPs 	<ul style="list-style-type: none"> Formulate audits and checks to monitor organisational compliance with bus legislative and regulatory requirements Review non-compliance reports to develop action plans to address areas of non-compliances Report cases of non-compliance and recommend action plans to the management for implementation 	<ul style="list-style-type: none"> Initiate engagements with internal stakeholders from relevant functional areas to establish organisational SOPs Formulate organisational SOPs to facilitate compliance with bus regulatory and legislative requirements Drive the adoption and acceptance of new and/or revised organisational SOPs 	