

Information Bulletin

Driver Training (by Operator)

PT 209/09.18

Why do public passenger drivers have to be trained?

Accredited operators of public passenger services must ensure that their drivers are given training in their obligations under passenger transport legislation, which includes the *Transport Operations (Passenger Transport) Act 1994*, the *Transport Operations (Passenger Transport) Regulation 2018* and *Transport Operations (Passenger Transport) Standard 2010*.

When must the training be given?

When a driver commences work for an operator, they must be given an introduction on their obligations under passenger transport legislation. The operator must keep a written record of this introductory training.

An operator may forgo this introductory training if the operator is satisfied by documentary evidence that the driver's experience and/or previous training has provided the driver with a basic knowledge of the passenger transport legislative requirements. However, in these cases the operator must keep documented evidence of the driver's experience and/or training to provide to the department if requested.

In addition to the introductory training, an operator must ensure all drivers have completed a comprehensive training program in their obligations under passenger transport legislation within two months of the driver first providing services for the operator. This requirement includes those drivers who were exempt from the introductory training.

Records to be kept

An operator must keep records of all training given to their drivers. The records must include:

- the content of the training provided or a copy of the training program;
- the date the training was provided and who conducted the training; and
- confirmation from the driver that they received the training.

It is also recommended that the operator provides a copy of the Information Bulletin PT307 *Driver Responsibilities* to their driver to read and sign. The operator can keep the signed copy to demonstrate that their driver is aware of their obligations.

For an example of how to record driver training, please refer to Attachment 1.

Who can deliver the training?

The training program can be developed and delivered by the operator or a professional trainer.

Training conducted by the operator

Training must be conducted in accordance with a documented training program.

The training program can be developed by the operator or another party, but must cover a driver's obligations under passenger transport legislation. Details about these responsibilities and obligations are outlined in Information Bulletin PT307 *Driver Responsibilities*. In addition to covering a driver's obligations under passenger transport legislation, a training program can also cover other information the operator considers relevant. An operator's training program for drivers could include, for example, information about:

- the operator's incident management plans for vehicle breakdowns and other incidents or emergencies;
- maintaining zero blood alcohol concentration;
- not overloading the vehicle;
- safe operation of the vehicle;
- vehicle safety inspections;
- fatigue management;
- record keeping – including pre-trip vehicle inspections, defect reporting, trips undertaken and complaints;
- customer service skills;
- transporting people with disabilities;
- use of specialised equipment;
- workplace health and safety responsibilities including an explanation of their duty of care;
- company policy including refusing travel, duty of care, customer service and so on;
- consequences of breaching transport legislation; and
- for services that transport school children, the *Code of Conduct for School Students Travelling on Buses*, including managing the behaviour of students.

Training by a professional trainer

An operator may choose to arrange for a professional trainer to provide and deliver a training program; however it remains the operator's responsibility to ensure that the training package covers the driver's obligations under passenger transport legislation.

Additional information

The information contained in this bulletin has been produced as a guide to assist in the understanding of the legislation and policy. This bulletin is an interpretation of the relevant legislation and should not be used as a reference to a point of law.

Legislation may be viewed on the internet at www.legislation.qld.gov.au. Additional information about public passenger services is available on the Department of Transport and Main Roads internet site at www.tmr.qld.gov.au/information_bulletins.

Attachment 1

DRIVER TRAINING

Name of Driver: _____

Driver's Driver Authorisation Number: _____

Type of Training: Introductory

In-Service

Date of Training: / /

Training Content:

Driver Declaration:

I, _____, confirm that I have completed the above training.

Signature

Date : / /