

Information Bulletin

PT 211/08.14

Operator Accreditation Training

Under section 19(1) of the *Transport Operations (Passenger Transport) Standard 2010*, applicants for operator accreditation (OA) must successfully complete a training course approved by the Director General, Department of Transport and Main Roads.

The purpose of the training is to ensure operators:

- operate and maintain their vehicles appropriately
- are aware of their passenger transport legislative responsibilities
- comply with vehicle design, safety and operational requirements
- are able to meet customer service expectations.

How to meet the training requirement

The type of training required will depend on the category of operator accreditation being applied for. The accepted training for the different operator accreditation categories is set out below:

Scheduled, General, Motorcycle Tourist, Courtesy and Community Services

- (i) Operator Accreditation Workbook – available from the Department of Transport and Main Roads. Please contact your local Passenger Transport Office to arrange a copy of the workbook.

or

- (ii) An equivalent qualification recognised by the Director-General, Department of Transport and Main Roads. Including –
- a relevant qualification from the University of Queensland, Monash University or University of Sydney. Refer to Attachment 1 for information about which qualifications are accepted.
 - a Statement of Attainment in nominated competencies from the Transport and Logistics Training Package (TLI10). Refer to Attachment 2 for the nominated competencies.

Taxi and limousine services

- (i) A Statement of Attainment in the following competencies from a Registered Training Organisation (RTO):
- Implement and monitor occupational health and safety procedures (TLIF3003A)
 - Apply quality procedures (TLIJ2001A)
 - Coordinate fleet control logistics (TLIL4078A)

These competencies are offered under the Transport and Logistics training package (TLI10). The operator can complete the competencies as individual units and be issued with a Statement of Attainment. It is not

necessary, for Department of Transport and Main Roads purposes, for an operator to complete a full qualification under the Training and Logistics training package.

Please refer to Attachment 3 for a list of RTOs that offer these three competencies. Any RTO that is registered to deliver these competencies may be used.

or

- (ii) An equivalent qualification recognised by the Director-General, Department of Transport and Main Roads.

How long do I have to obtain the qualification?

Scheduled, General, Motorcycle Tourist, Courtesy and Community Transport Services

An operator of a scheduled, general, motorcycle tourist, courtesy or community transport service must complete the operator training within three months of being issued operator accreditation. Operators will initially be issued with provisional operator accreditation for the first three months while they complete the required training.

Once an operator has completed the Operator Accreditation Workbook, they can be issued with full operator accreditation for up to five years.

Taxi and Limousine Services

It is not compulsory for taxi and limousine operators to complete an operator training course.

Operators of taxi and limousine services can remain on provisional operator accreditation for an indefinite period of time. However, provisional operator accreditation will only be issued for a 12 month period, after which it will need to be renewed.

If a taxi or limousine operator completes the optional training competencies explained above, they can be issued with full operator accreditation for up to five years.

Who needs to complete the training?

The training must be completed (or the qualification must be held) by the individual holding the operator accreditation, a member of the partnership that holds operator accreditation, a director of a company that holds operator accreditation or a person listed on the certificate of incorporation for an association that holds operator accreditation. For corporations or incorporated associations, a person nominated as an executive officer can also complete the training on behalf of the entity.

How long does the training qualification remain current?

The training qualification remains current for the life of the operator accreditation. If a business changes hands, the new operator must complete the workbook within three months of buying the business (as part of their operator accreditation application) or hold an equivalent qualification approved by the Director-General.

What happens if the person who holds the training qualification is no longer with the business?

If the person who completed the workbook/operator training leaves the business, the operator accreditation remains at the 'full' level.

What if a new operator accreditation category is required?

If an operator is applying for an additional category of operator accreditation, they will need to meet the training requirements for the new operator accreditation category.

Your local Passenger Transport Office is able to provide you with advice on training requirements when adding a new category of operator accreditation.

Additional information

The information contained in this bulletin has been produced as a guide to assist in the understanding of the legislation and policy. Clarification of any information in this bulletin may be obtained from the Department of Transport and Main Roads by contacting your local Passenger Transport office of the Department.

This bulletin is an interpretation of the relevant Acts, Regulations and Standard and should not be used as a reference to a point of law.

Copies of the *Transport Operations (Passenger Transport) Act 1994*, *Transport Operations (Passenger Transport) Regulation 2005* and *Transport Operations (Passenger Transport) Standard 2010* can be purchased from LitSupport Pty Ltd on 07 3223 9202 or email legislation@litsupport.com.au.

The 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.

Recognition of a relevant qualification

The qualifications listed below relate to different categories of operator accreditation. The table below sets out which qualifications correspond to the different categories of operator accreditation.

Minimum training recognised for operator accreditation	Operator accreditation category
University of Queensland – Certificate of Transport Management (CTM)	
CTM (Commercial) ¹	<ul style="list-style-type: none"> Any operator accreditation category
CTM (School) ¹	<ul style="list-style-type: none"> Minor Scheduled Services School Scheduled Services
CTM (Tour, Long Distance, and Charter) ¹	<ul style="list-style-type: none"> Long Distance Scheduled Services General Services Motorcycle Tourist Services Courtesy Transport Services Community Transport Services
1 Enrolment in CTM courses closed 30 June 1999	
University of Sydney - Institute of Transport and Logistics Studies	
Certificate of Transport Management	<ul style="list-style-type: none"> Any operator accreditation category
Certificate of Coach Management or the Bus and Coach Operator Accreditation Scheme (BOAS)	<ul style="list-style-type: none"> General Services Motorcycle Tourist Services Courtesy Transport Services Community Transport Services
Certificate of Coach Management or the Bus and Coach Operator Accreditation Scheme (BOAS) AND section 6 or 7 of the Operator Accreditation Workbook – which ever section applies.	<ul style="list-style-type: none"> Urban Scheduled Services Minor Scheduled Services School Scheduled Services Long Distance Scheduled Services
Monash University –Transport Management Course in Bus and Coach Operations	
Transport Management Course in Bus and Coach Operations (all four subjects)	<ul style="list-style-type: none"> Any operator accreditation category
Transport Management Course in Bus and Coach Operations (introductory subject only)	<ul style="list-style-type: none"> Minor Scheduled Services School Scheduled Services

Nominated Competencies from the Transport and Logistics Training Package

Operator Accreditation Category	Competency Code (from TLI10)	Competencies required for the Operator Accreditation Source: Transport and Logistics Training package TLI10
► Urban Scheduled Services	TLIF3013A TLIF3003A TLIH3002A TLII4001A TLIJ3002A TLIL4078A	<ul style="list-style-type: none"> Coordinate breakdowns and emergencies Implement and monitor occupational health and safety procedures Plan and navigate routes Coordinate quality customer service Apply quality systems Coordinate fleet control logistics.
► Minor Scheduled Services ► School Scheduled Services (including Restricted School Services) ► Long Distance Scheduled Services	TLIE3004A TLIF2010A TLIF3003A TLII4001A TLIJ3002A TLIL4078A TLIH2001A	<ul style="list-style-type: none"> Prepare workplace documents Apply fatigue management strategies Implement and monitor occupational health and safety procedures Coordinate quality customer service Apply quality systems Coordinate fleet control logistics Interpret road maps and navigate pre-determined routes
► General Services	TLIE3004A TLIF2010A TLIF3003A TLIJ3002A TLIL4078A	<ul style="list-style-type: none"> Prepare workplace documents Apply fatigue management strategies Implement and monitor occupational health and safety procedures Apply quality systems Coordinate fleet control logistics
► Motorcycle Tourist Services ► Courtesy Transport Services ► Community Transport Services	TLIF3003A TLIJ3002A TLIL4078A	<ul style="list-style-type: none"> Implement and monitor occupational health and safety procedures Apply quality systems Coordinate fleet control logistics

Attachment 3

Registered Training Organisations registered to deliver the required competencies under the Transport and Logistics Training Package (list current as at August 2014)				
RTO Name	Address	Phone	Email	Website
RGT Ltd T/A Hopwood Integrated Training	199/236 Hyperdome LOGANHOLME QLD 4129	07 3208 0753	info@hopwoodgroup.com.au	www.hopwoodgroup.com.au
OTR Training	PO Box 228 Hunter Region MC NSW 2310	02 4978 5222	dread@otrgroup.com.au	www.otrgroup.com.au
Train Australia Pty Ltd	PO Box W276 PARRAMATTA NSW 2150	02 9635 6455	kristine.tannous@arcgroup.com.au	www.arcgroup.com.au
Saltera Group Pty Ltd T/A ABSynergies	100 Park Road SLACKS CREEK	1800 651 134	info@absynergies.com	www.absynergies.com

A full list of Registered Training Organisations that are registered to deliver competencies from the Transport and Logistics Training package (TLI10) is available from the National Training Information Service website: <http://www.ntis.gov.au/>