

Institute of Transport Studies  
Department of Civil Engineering  
Monash University



The Australian Key Centre in Transport Management

**Transport Management Course in  
Bus and Coach Operations**

**COURSE HANDBOOK**

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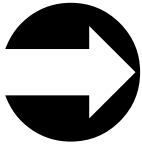
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***The Course Handbook details the official policies and procedures of the Institute of Transport Studies Monash for enrolment and successful completion of the Transport Management Course in Bus and Coach Operations***

***This Course Handbook may be accessed via the following website address:***

***[civil.eng.monash.edu.au/its/educationprograms](http://civil.eng.monash.edu.au/its/educationprograms)***



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## 1. INTRODUCTION

This handbook has been compiled for the purpose of providing vital information relating to enrolment, course administration and procedures and policies.

It is a valuable reference document to be used in the first instance should you have any queries.

Please file this handbook in a safe place, as a fee may be charged for a replacement copy.

## 2. INSTITUTE OF TRANSPORT STUDIES – MONASH UNIVERSITY

Transport education and research programs have been offered at the Clayton campus of Monash University for over 30 years. Over this period these programs have developed a deserved national and international reputation in the transport field. In recognition of their excellence, the Federal Government provided funding to Monash University and the University of Sydney for the establishment of the Australian Key Centre of Teaching and Research in Transport Management. The Centre, which commenced on 1 July 1995, is known as the Institute of Transport Studies (ITS) and has one node at Monash University and the other at the University of Sydney. The mission of ITS (Monash) is to progress transport knowledge and practice.

ITS (Monash) is the service provider for the Transport Management Course in Bus and Coach Operations in Victoria. The course was developed under contract to the Department of Infrastructure (now known as **Public Transport Safety, Victoria (PTSV)**) in conjunction with Bus and Coach industry experts. The course was favourably reviewed in October 2000 subject to certain modifications. The modified course structure was introduced in 2001.

## 3. COURSE CONTACT DETAILS AT ITS (MONASH)

<b>Enrolment enquiries:</b>	Administration Manager	Tele: (03) 9905 9627
<b>Course or Exam Content enquiries:</b>	Program Director:	Tele: (03) 9905 4978

*A Voice Mail Service is available on these numbers to leave a message.*

## 4. COURSE OBJECTIVES

After completing this course, course participants should be able to:

- identify and fulfil the safety, maintenance, service and legal obligations of an accredited operator;
- prepare and read financial statements, costings and tender documents for operating a bus service;
- utilise survey data, government legislation and technological changes to plan, develop and market a bus service; and
- plan the management of an effective and efficient workforce, whilst meeting industry best practice by applying the concepts of human resources management to a bus operation.



## 5. TRANSPORT MANAGEMENT COURSE AND ACCREDITATION

One of the objectives of this course is to enable course participants to identify and fulfil the safety, maintenance, service and legal obligation of an accredited operator in the Bus and Coach industry. For the purpose of meeting this objective, the course has been designed around the accreditation categories granted by **Public Transport Safety, Victoria (PTSV)**.

For course completion requirement purposes, several accreditation categories granted by the above body are relevant:

- S-type accreditation granted to operators of five or less scheduled route buses (e.g. school bus services) who do not engage in any commercial charter or tour operations.
- Non S-type accreditation (eg. AO and AC) granted to operators of all other types of services including commercial charter or tour operations. (When enrolling in Subject 4104 it is necessary to indicate which type of service accreditation is being sought.)

## 6. COURSE CONTENT STRUCTURE\*

The type of accreditation being sought determines course content structure.

Intending participants in the course must check with **Public Transport Safety, Victoria (PTSV)** to obtain advice on the relevant accreditation category.

### **S-type Accreditation (5 or less school buses only)**

Course participants seeking this type of accreditation need only complete one subject:

- Subject 4101: Introduction to Legislation and Operations

### **S-Type and/or Non S-type Accreditation**

Course participants seeking all other forms of accreditation must complete four subjects:

- Subject 4101: Introduction to Legislation and Operations
- Subject 4102: Financial Management
- Subject 4103: Human Resource Management
- Subject 4104: Marketing, Planning and Operations

Subjects 4102 and 4104 have a built-in facility for distinguishing between the various service accreditation operator requirements. Alternative examination questions offer a choice to course participants to allow them to demonstrate their competence for the type of accreditation they seek.

*\* Course participants must ensure that they contact Public Transport Safety, Victoria (PTSV) to ascertain the accreditation category that applies to their bus and/or coach operation (Telephone: 03 9655 8949 or Country Victoria 1800 888 949).*



## 7. PRINCIPAL DATES AND SUBJECT OFFERINGS

The principal dates for each year will be as follows:

Semester	Enrolment Closes Each Year	Semester Commences Each Year	Semester Ends Each Year	Duration Each Year
1	early February	early March	early June	12 weeks
2	early June	early July	early October	12 weeks
3	early October	early November	mid February	13 weeks

Note: Exact dates will be advised after receipt of enrolment

Note: Another enrolment option is available for operators who need to complete Subject 4101 **quickly** to be able to gain Victorian Accreditation from **Public Transport Safety, Victoria (PTSV)** to operate their Bus Operations business in Victoria. This enrolment option is referred to as **Subject 4101 EXPRESS** and means that a bus operator can enrol, commence and submit exam answers \*any time (not restricted to semester start/finish dates). Maximum duration of **Subject 4101 EXPRESS** is the usual 12 weeks and the exam results will be provided to you within \*ten (10) working days of submission. Conditions apply (need to provide a valid email address and credit card for payment). Please contact [businfo@eng.monash.edu.au](mailto:businfo@eng.monash.edu.au) to receive all details about this enrolment option.

\*Processing enrolments received between 1 December to 31 January of any year, may be delayed due to the University Christmas/New Year Close Down.

Subject	Semester 1 each year	Semester 2 each year	Semester 3 each year
<b>Subject 4101:</b> Introduction to Legislation & Operations	Yes	Yes	No
<b>Subject 4102:</b> Financial Management	Yes	No	No
<b>Subject 4103:</b> Human Resource Management	No	Yes	No
<b>Subject 4104:</b> Marketing, Planning and Operations	No	No	Yes

## 8. DISTANCE EDUCATION

Distance education involves studying by correspondence. It means studying at home (or work) and being personally responsible for how and when you study. ITS (Monash) staff are always available to lend you a hand, should you need assistance in understanding the course or exam material.

## 9. COURSE PARTICIPANT CONTACT DETAILS

Important information is mailed to course participants throughout the semester. Please ensure the Institute of Transport Studies (Monash) has your current postal address and daytime telephone number.



To notify us of any changes to your personal details, please fax, email or write to us at:

Fax: (03) 9905 9493  
Email: [businfo@eng.monash.edu.au](mailto:businfo@eng.monash.edu.au)  
Address: Institute of Transport Studies  
Department of Civil Engineering (Building 60)  
Monash University Victoria 3800

## 10. NEW ENROLMENTS

Course participants enrolling for the first time should send in a completed enrolment form together with a cheque to cover the fees for the subjects(s) being undertaken in that semester, or for the entire course (four subjects) if so desired.

## 11. RE-ENROLMENTS

Continuing course participants re-enrol for new subjects by sending in their enrolment form together with a cheque before the enrolment close-off date. Course participants who have paid for the four subjects in full on initial enrolment will automatically receive advice close to the start date of the relevant Semester.

Continuing course participants who have failed one or more subjects will also be advised of re-enrolment details for those subjects at a future date. A fee will apply for administration and processing costs associated with all re-enrolments.

## 12. CHANGING ENROLMENT NAME

A name change from the initial person enrolled to another nominated person is possible within the first two weeks of course enrolment. Thereafter, enrolment of a substitute person will incur an administration fee. Such change can only be effected in the first semester of enrolment.

## 13. GST AND MONASH UNIVERSITY ABN

The course is GST exempt as it is likely to add to employment related skills. In the unlikely event that a GST becomes applicable, we reserve the right to recover any GST and associated costs. The Monash University ABN is: 12 377 614 012.

## 14. ENROLMENT TAX INVOICE/RECEIPT

On enrolment, an acknowledgment letter together with an official Monash Tax Invoice/Receipt will be sent to the course participant approximately three weeks before the starting date of the semester. This receipt is for the course participant's own records. A replacement receipt will incur an administration fee.



## 15. LATE ENROLMENTS

Late enrolments may be accepted once the semester has commenced but these are at the discretion of the Program Director.

## 16. SUBJECT / COURSE WITHDRAWAL OR REFUNDS

Should you wish to withdraw from an individual subject, or the entire course, refunds will only be available under the following conditions:

- A refund, less an administration fee, will be provided if a request is received in writing no less than ten working days prior to the start of Semester.
- After this date, and no more than two weeks into the semester, if all course material is returned in original unopened condition, then 75% of the fee will be refunded.
- If the above conditions are not satisfied, there will be no refund.

## 17. STUDY GROUPS

Course participants are encouraged to form study groups as this provides a way to work through the course material co-operatively.

ITS (Monash) will distribute a list of names and contact details of course participants who have indicated they wish to be in a Study Group. That list will only be sent to those course participants who have indicated they wish to be in a Study Group. The formation and operation of the Study Groups is the responsibility of the group members. ITS (Monash) does not get involved in the setting up or running of the Study Groups.

## 18. COURSE COMPLETION CERTIFICATE

Certificates are granted to course participants on the successful completion of subject 4101 or all four subjects 4101, 4102, 4103, 4104 as determined by course participants' choice of course content.

Completion certificates are normally mailed to participants as soon as possible after course completion. An administration fee is applicable for replacement of certificates.

## 19. PRIZES

Each year prizes are awarded to course participants who achieve distinction in completing their studies.

## 20. PRESENTATION OF TMC PRIZES

Top performing participants are awarded industry sponsored prizes at an annual Awards Night held by ITS (Monash).



## 21. UPDATES OF COURSE MATERIAL

Any updates/amendments/addendums will be posted with course correspondence during the semester.

## 22. COURSE INTRODUCTION

A set of Course Introduction notes providing an introduction to the course, including study and exam answering advice, as well as contact information for study enquiries, will be sent with the Subject 4101 manual and exam. The Course Introduction notes and advice facility replace the optional class attendance at the Introduction Session previously conducted at Monash University campus.

## 23. CORRESPONDENCE TO COURSE PARTICIPANTS

During the semester, the following letters are sent to course participants by ITS (Monash):

Type of Mail-out	When Sent	What is the Correspondence About?
Letter 1	approx 1 week after enrolment closes for the Semester	Official Acknowledgment Letter Enclosures: Official Tax Invoice Course Participant Handbook (for Subject 4101 Enrolees only)
Course Study Guide (Manual)	1 week before the start of Semester*	Enclosures: Exam & Exam Cover Sheet Course Introduction notes (for Subject 4101 Enrolees only)
Letter 2	Approx 1 week after start of Semester	Study Group List (if applicable)
Letter 3	2 days after exam due date	Receipt/Non-Receipt of Exam and Enrolment Form
Letter 4	approx 8 weeks after exam due date	Results Letter Enclosure: Exam Feedback Sheet
Letter 5	approx 8 weeks after exam due date	Certificate of Completion

\*should receive correspondence by end of that week

All of the above letters are significant and should be kept in a safe place as an administration fee is applicable for letter replacement. It is important to advise ITS (Monash) as soon as possible, of any change to your current mailing address. It is the course participant's responsibility to advise ITS (Monash) within five working days from the date of any correspondence sent of missing enclosure(s), otherwise an administrative fee will be charged for the replacement of enclosure(s).



**Suggestion:** It is useful to set up a Transport Management Course file to keep information and correspondence from ITS (Monash) safe for your reference at a later date.



## 24. LEGISLATIVE MATERIAL

Course participants can obtain relevant legislation, for example:

- Public Transport Competition Act 1995
- The Public Transport Competition Regulations 1999
- Transport (Passenger Vehicles) Regulations 1994 and amendments 1999
- Road Safety (General) Regulations 1999
- Road Safety (Vehicles) Regulations 1999

Regulations and Acts are available from **Information Victoria (Telephone: 1300 366 356)** or recent legislation can be down loaded from the website of **Public Transport Safety, Victoria (PTSV)**

**[www.ptsv.vic.gov.au](http://www.ptsv.vic.gov.au)**

or **[www.dms.dpc.vic.gov.au](http://www.dms.dpc.vic.gov.au)**

## 25. RECOGNITION OF PRIOR STUDY

### 25.1 What is Recognition of Prior Study (RPS)?

Recognition of Prior Study (RPS) is the recognition, or credit, given for a subject, or subjects in a relevant course. It is determined on an individual basis and involves judging the equivalence of previous study. Enquiries and applications are to be forwarded to the Program Director, Transport Management Course.

An assessment fee applies to each subject for which RPS is sought. An enrolment fee applies in the event that a Bridging Module needs to be administrated.

### 25.2 RPS Exemptions

Partial course exemption applies if you have:

**Category A:** Successfully completed the "Course in Transport Management (University of Sydney)  
**= Exemption for Subjects 4102, 4103, 4104**

**Category B:** Successfully completed a course of study equivalent to one or more of  
**Subjects 4102, 4103, 4104**

*Note: Categories A & B: Exemption is not available for Subject 4101. Course completion requires enrolment in Subject 4101 or, at least, a Bridging Module.*



## 26. EXAM POLICY AND PROCEDURES

### 26.1 Exam Approach

A do-at home exam is sent to course participants with a deadline for submission normally twelve weeks after the start of the study semester. This enables the questions to be answered over a significant period of time and with tutorial assistance from ITS (Monash), BAV or other relevant industry sources. Group work is encouraged but copying is not permitted.

### 26.2 Telephone Contact

Questions on course or exam content should, in the first instance, be directed to the Program Director (see page 2 for contact details). Course participants with literacy or other learning difficulties should note the special provisions as outlined in Section 26.10.

### 26.3 Exam Due Date

Course participants are informed of the exam due date on enrolment. It is a participant's responsibility to submit the exam by this due date. The due date is provided to course participants in the acknowledgment letter. If necessary contact the Program Director of the Transport Management Course to confirm the exam due date.



***Course participants are advised to keep a copy of their exam answer paper.***

### 26.4 Exam Submission

All exams are to be submitted via post, by the due date, to the following address:

Administration Manager  
Institute of Transport Studies  
Department of Civil Engineering (Building 60)  
Monash University Victoria 3800



***Exams will not be accepted via email, floppy disk or fax.***

### 26.5 Exam Receipt

A letter acknowledging receipt of exam is sent to course participants *after* the exam due date.

### 26.6 Late Submissions

Late submissions will not be accepted unless special consideration is applied for and granted.



### 26.7 Failure to Submit Exam

Where an exam is not submitted, it will result in a failure for that subject.

### 26.8 Deferrals

In exceptional circumstances enrolment in a Subject may be deferred to another semester. This will only be granted on written request up to two weeks into the semester, ie. from the semester commencement date.

An administration fee is applicable if a course participant defers a subject more than once.

### 26.9 Re-submit Exam Answers

- A course participant who is near to passing a subject may be requested to re-submit any answers seen by the examiners to be unsatisfactory. Re-submission may be required where sufficient understanding of the topic has not been demonstrated, for example by not providing the details required to adequately answer the question.
- Where a course participant is deemed to have copied answers to one or more questions then all course participants involved must satisfactorily complete additional assessment to achieve a pass in the subject. An administration/assessment fee may be applied.
- A re-submit is normally only permitted *once* – thereafter a course participant must re-enrol in a future Semester (see Section 11).

### 26.10 Disadvantaged Course Participants

Should a course participant be disadvantaged through language or physical disability then special arrangements can be made to answer the exam (for example, verbally rather than in writing). Please contact the Program Director to make an appointment to discuss the arrangements.

### 26.11 Special Consideration

A course participant who is either ill or suffering personal trauma (eg. family bereavement) may apply for special consideration. Applications should be made initially by contacting the Program Director, Transport Management Course and must be confirmed in writing, accompanied by a medical certificate or other appropriate documentation. Applications should be made *before* the exam due date.

### 26.12 Subject Results

Final results will be posted to the given address within 8 (eight) weeks of the exam due date. Results will not be provided over the telephone prior to this date.



The exam results are graded as follows:

- Pass:
  - Satisfactory
  - Good
  - Excellent
- Fail

### **26.13 Copying**

Course participants are encouraged to work in Study Groups, however it is important that answers to the exam questions are expressed in your own words and reflect your own understanding of the topic and exam questions. Where answers have been copied from others, all participants involved will be required to satisfactorily complete additional assessment to achieve a pass in the subject. A fee will apply for administration and processing costs associated with the additional assessment.

## **27. TWO-YEAR RULE**

Course participants must successfully complete the Transport Management Course within two years (six semesters) from the date of first enrolment. Course participants who exceed the time limit may apply to the Program Director explaining the grounds on which they should be entitled to continue their enrolment past the two year limit. The decision to grant further time will be at the discretion of the Program Director.

If more than a two-year gap exists between enrolment in any subject(s) then the earlier subject(s) may be required to be re-done at full enrolment cost.

## **28. CODE OF ETHICS**

The "Code of Ethics" is an appropriate set of behavioural standards which are applied to the bus and coach industry. It aims to ensure that those in the industry conduct themselves in a professional and ethical manner when dealing with their customers, members of the public and other operators at all times.

A Code of Ethics for the bus and coach industry is available in subject 4101, Topic 10, or from Bus Association Victoria (Telephone: 03 9645 3300)

## **29. COURSE PARTICIPANT CONFIDENTIALITY**

Course participant enrolment or progress in the course are confidential matters that will not be discussed with third parties. Course participants enrolled in the course are advised not to request other persons to make enquiries on their behalf.

