The Course Handbook details the official policies and procedures of the Monash Institute of Transport Studies for enrolment and successful completion of the Safety Management Course for Bus Operators.

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

www.eng.monash.edu.au/civil/research/centres/its/education-programs/safetymanagementbus
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<td>26. Course Participant Information Confidentiality</td>
<td>12</td>
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1. INTRODUCTION

This handbook has been compiled for the purpose of providing vital information on enrolment, course administration and procedures and policies relating to the Safety Management Course for Bus Operators.

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. MONASH INSTITUTE OF TRANSPORT STUDIES – MONASH UNIVERSITY

Transport education and research programs have been offered at the Clayton campus of Monash University for over 40 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 Monash Institute of Transport Studies (Monash ITS) and has one node at Monash University and the other at the University of Sydney. The mission of Monash ITS is to progress transport knowledge and practice.

Monash ITS is the service provider for the Safety Management Course for Bus Operators in Victoria. The course was developed under contract to Transport Safety Victoria (TSV), in conjunction with bus industry advisors.

3. COURSE CONTACT DETAILS AT MONASH ITS

<table>
<thead>
<tr>
<th>Enrolment Enquiries:</th>
<th>Administration Manager</th>
<th>Tele: (03) 9905 9627</th>
</tr>
</thead>
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<tr>
<td>Course or Exam Content Enquiries:</td>
<td>Subject 5101 Subject Leader: Tele: (03) 9905 1850</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Subject 5102 Subject Leader: Tele: (03) 9905 1850</td>
<td></td>
</tr>
</tbody>
</table>

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

4. SAFETY MANAGEMENT COURSE AND ACCREDITATION

An overriding requirement of Australian Governments is to provide safe and secure transport systems throughout Australia. In recent times, the Victorian Government lent its weight to the campaign by embarking on a major program of reform of transport policy and legislation in Victoria. As a result, a Victorian Act dedicated to the bus industry titled Bus Safety Act 2009 was passed by the Victorian Parliament in April 2009. This act was soon followed by the Victorian Statutory Rules titled Bus Safety Regulations 2010. Both Statutes came into force in December 2010. Between them, the two statutes formed the cornerstone of transport reform in the bus industry.
The key impact of this new legislation was the change to bus operator qualifying criteria. Bus Operators are now divided into two categories; those who require accreditation and those others who require registration. Amongst other things, both categories are required by law to manage duties in respect of safety, bus inspections and incident reporting and investigation.

Further to the above, those operators who require accreditation need to meet a key criterion when having their accreditation application assessed. In essence, this criterion entails the Safety Director to be satisfied that the operator in question has, and will have the competence and capacity to operate a commercial bus service or local bus service. In determining whether an applicant has, or will have this capacity, the Safety Director will take into consideration whether the applicant has completed an approved training course.

Monash ITS was commissioned by the Safety Director of Transport Safety Victoria to design and deliver an approved training course that would satisfy the regulatory requirement.

The requirements of the bus safety legislation place emphasis on safety management framework and rigorous risk management. There is a need for operators to understand the prevailing regulatory environment that governs their accreditation as well as how to promote the safety of bus services and the effective management of safety risks in bus services. However, while the new act mandates the need for management of safety and risk by bus operators, it does not prescribe the methodologies, processes and techniques for doing so.

This course, designed by Monash ITS and being delivered to you now, supports accreditation and meets the regulatory requirements described above in full. It is the only one of its kind in Victoria.

5. COURSE AIMS

The aims of the Safety Management Course are to:

- To provide course participants with the required competence and capacity for operating their bus services to meet regulatory and compliance requirements;
- By ensuring the above, to assist course participants to meet the Safety Director’s assessment criterion in respect of competence and capacity, and thereby receive approval for accreditation;
- To furnish course participants undertaking this course with knowledge of the full spectrum of regulatory and compliance requirements stipulated by the bus safety legislation and the Safety Director, as well as other legislative standards and industry codes for transport and bus operations;
- In addition, to furnish course participants with knowledge of the principles of Risk Management and a thorough methodology for its introduction to their operations; and
- To be instrumental in lifting the overall safety culture of the bus industry in Victoria and enable it to be second to none anywhere in the world.
6. COURSE OBJECTIVES

The Safety Management Course for Bus Operators consists of two subjects:

- **Subject 5101: Introduction to Bus Safety**
- **Subject 5102: Safety Risk Management for Bus Operators**

It is primarily concerned with preparing participants for the safe undertaking of bus operations in Victoria. It does this by ensuring that students develop the right mix of knowledge, skills and attitudes towards the compliance requirements of laws, rules and principles in respect of safe bus operations in Victoria and the application of these in carrying out their safety duties.

On completion of this course students should have the following:

**Knowledge/Understanding**

- of the components of the total regulatory framework for the safety management of bus operations in Victoria;
- of the tenets of bus safety law including new definitions for bus, services and qualifications for bus operations, principles of bus safety, bus safety duties and the rules that govern entry and stay in bus operations in Victoria;
- of the laws relating to employee fitness for bus operations including those in respect of medical fitness and drug alcohol and fatigue management;
- of the rules stemming from various laws relating to vehicle fitness for bus operations including those in respect of standards and maintenance;
- of how to anticipate and act appropriately when confronted by safety challenges in everyday bus operations;
- of how to deal responsibly with infrastructure challenges to safe bus operations;
- of how to introduce measures for addressing corporate governance matters that may impede safe operations;
- of the compliance systems required for safe bus operations including Maintenance Management System (MMS), Management Information System (MIS) and Safety Risk Management System (SRMS) and their implementation in one’s business;
- of how to develop a total holistic master system for managing the separate compliance requirements of several management systems in an integrated way;
- of the difficulties in accepting and/or introducing a new culture of risk management to one’s business and the value of employing tried and true techniques for doing so;
- of the concept of a tailored SRMS based on established risk management principles and guidelines and the principle of So Far As Is Reasonably Practicable (SFAIRP);
- of the need for a suitable foundation for SRMS by addressing management, context and resource issues;
- of the principles of developing a tailored Safety Risk Management Policy for bus operations and the steps to be taken in implementing it;
- of the principles of risk identification, analysis and evaluation as they relate to bus safety risk management;
- of the options available for treating risk and the need for implementing treatment plans;
- of the requirement to understand the rules for identifying and acting appropriately when confronted by safety risk in day-to-day operations;
of the recording and reporting of safety risk management in the organisation with emphasis on the role of the Safety Risk Register (SRR);
- of the importance of monitoring and review and the key role it plays in verifying that the SRM procedures and processes have been implemented, are extant and are effective;
- of the process of continuous improvement as a tool to ensure that the SRM process remains relevant and to identify areas for improvement; and
- of the importance of integrating SRMS into the wider more holistic framework of the Bus Safety Management System (BSMS).

**Skills**

- to apply the laws relating to employee fitness for bus operations including those in respect of medical fitness and drug, alcohol and fatigue management;
- to apply the laws relating to vehicle fitness for bus operations including those in respect of standards and maintenance;
- to apply the rules for anticipating and acting appropriately when confronted by safety challenges in everyday bus operations;
- to deal responsibly with infrastructure challenges to safe bus operations;
- to address corporate governance issues that may impede safe operations;
- to implement the requirements of compliance systems to bus operations including MMS, MIS, and SRMS;
- to develop a total holistic master system for managing the separate compliance requirements of several management systems in an integrated way;
- to employ the principles of change management if necessary in bringing about a new culture of safety risk management in the business;
- to identify and establish the foundation for SRMS by addressing management, context and resource issues;
- to prepare and implement a tailored Safety Risk Management Policy appropriate to an organisation;
- to undertake the processes of risk identification, analysis and evaluation of hazards and risk in a bus operation environment;
- to undertake the process of risk treatment and the implementation of associated treatment plans;
- to record and report on safety risk management and to establish and manage an SRR;
- to monitor and review the safety risk management to ensure that the SRM process remains functional and relevant;
- to conduct a process of continuous improvement of the SRM process with the objective of identifying areas for improvement; and
- to include relevant safety risk management documentation and data into the Bus Safety Management System (BSMS).

**Attitudes**

- to appreciate that safety management is the responsibility of everyone in the bus organisation;
- to be constantly vigilant of threats to safety posed by hazards or risks to bus operations;
to appreciate the importance of a comprehensive and systematic approach to lifting the overall safety culture of the bus industry in Victoria;
• to embrace the notion of a modern best-practice regulatory framework;
• to improve the professional image of the Bus industry, poised for a leading role in advancing sustainability;
• to appreciate and be prepared to introduce measures for addressing corporate governance issues that may impede safe operations;
• to appreciate the importance of managing risk while concurrently managing other compliance systems in bus operations;
• to appreciate the value of developing a total holistic master system for managing all systems in an integrated way;
• to have the mindset for a proactive role in transiting from the old to the new regulatory regime;
• to appreciate that risk management is the responsibility of everyone in the organisation;
• to appreciate the need for an integrated SRMS that is tailored to suit the requirements of the organisation; and
• to have a sound understanding of the organisation’s context and culture, the way it does business and its attitude to safety risk.

7. COURSE STRUCTURE

The Safety Management Course for Bus Operators consists of the following two subjects:

• Subject 5101: Introduction to Bus Safety
• Subject 5102: Safety Risk Management for Bus Operators

8. PRINCIPAL DATES AND SUBJECT OFFERINGS

The principal dates for each year are as follows:

<table>
<thead>
<tr>
<th>Semester</th>
<th>Enrolment Closes Each Year</th>
<th>Semester Commences Each Year</th>
<th>Semester Ends Each Year</th>
<th>Duration Each Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>early February</td>
<td>late February</td>
<td>late May</td>
<td>12 weeks</td>
</tr>
<tr>
<td>2</td>
<td>early June</td>
<td>early July</td>
<td>late September</td>
<td>12 weeks</td>
</tr>
</tbody>
</table>

Note: Exact dates are provided in the SMC Enrolment Form published each year.

The subject offerings are as follows:

<table>
<thead>
<tr>
<th>Subject</th>
<th>Semester 1 each year</th>
<th>Semester 2 each year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject 5101: Introduction to Bus Safety</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Subject 5102: Safety Risk Management for Bus Operators</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
9. 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. Monash ITS staff are always available to lend you a hand, should you need assistance in understanding the course or exam material.

10. COURSE PARTICIPANT CONTACT DETAILS

Important information is mailed to course participants throughout the enrolment period. Please ensure the Monash Institute of Transport Studies 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
Address: Monash Institute of Transport Studies
Department of Civil Engineering 23 College Walk (Building 60)
Monash University Victoria 3800

11. NEW ENROLMENTS

Course participants enrolling for the first time should send in a completed enrolment form together with confirmation that the on-line credit card payment has been finalised to cover the fees for the subjects(s) being undertaken in that semester.

12. RE-ENROLMENTS

Continuing course participants re-enrol for new subjects by sending in their enrolment form together with confirmation that the on-line credit card payment has been finalised before the enrolment closing date. Course participants who have paid for the two 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.

13. 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.
14. 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.

15. ENROLMENT TAX INVOICE/RECEIPT

On enrolment, an acknowledgment letter together with an official Monash Tax Receipt will be sent to the course participant approximately two 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.

16. LATE ENROLMENTS

Late enrolments may be accepted once the semester has commenced but these are at the discretion of the relevant Subject Leader.

17. 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 subject 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.

18. STUDY GROUPS

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

Monash ITS 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. Monash ITS does not get involved in the setting up or running of the Study Groups.
19. COURSE COMPLETION CERTIFICATE

Course completion certificates are granted to course participants on the successful completion of Subjects 5101 and 5102.

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

20. UPDATES OF SUBJECT MATERIAL

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

21. CORRESPONDENCE TO COURSE PARTICIPANTS

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

<table>
<thead>
<tr>
<th>Type of Mail-out</th>
<th>When Sent</th>
<th>What is the Correspondence About?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter 1</td>
<td>approx 1 week after enrolment closes for the Semester</td>
<td>Official Acknowledgment Letter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Enclosures: Official Tax Invoice</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Course Participant Handbook (for Subject 5101 Enrolees only)</td>
</tr>
<tr>
<td>Subject Study Guide (Manual)</td>
<td>1 week before the start of Semester*</td>
<td>Enclosures: Exam &amp; Exam Cover Sheet</td>
</tr>
<tr>
<td>Letter 2</td>
<td>Approx 1 week after start of Semester</td>
<td>Study Group List (if applicable)</td>
</tr>
<tr>
<td>Letter 3</td>
<td>2 days after exam due date</td>
<td>Receipt/Non-Receipt of Exam and Enrolment Form</td>
</tr>
<tr>
<td>Letter 4</td>
<td>approx 8 weeks after exam due date</td>
<td>Results Letter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Enclosure: Exam Feedback Sheet</td>
</tr>
<tr>
<td>Letter 5</td>
<td>approx 8 weeks after exam due date</td>
<td>Certificate of Completion</td>
</tr>
</tbody>
</table>

*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 Monash ITS as soon as possible, of any change to your current mailing address. It is the course participant’s responsibility to advise Monash ITS 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 Safety Management Course file to keep information and correspondence from Monash ITS safe for your reference at a later date.
22. RECOGNITION OF PRIOR STUDY

22.1 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.

Exemption is not available for Subjects 5101 and 5102.

23. EXAM POLICY AND PROCEDURES

23.1 Exam Approach

A do-at home exam is sent to subject 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 Monash ITS, BAV or other relevant industry sources. Group work is encouraged but copying is not permitted.

23.2 Telephone Contact

Questions on subject or exam content should, in the first instance, be directed to the relevant Subject Leader (see page 1 for contact details). Course participants with literacy or other learning difficulties should note the special provisions as outlined in Section 23.10.

23.3 Exam Due Date

Course participants are informed of the subject exam due date on enrolment and by viewing the SMC Enrolment Form. 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, on the front page of the relevant exam and also on the exam cover sheet.

Course participants are advised to keep a copy of their exam answer paper(s).

23.4 Exam Submission

All exams with the signed Exam Cover Sheet are to be submitted via post, by the due date, to the following address:

Administration Manager
Monash Institute of Transport Studies
Department of Civil Engineering 23 College Walk (Building 60)
Monash University Victoria 3800

Exams will not be accepted via email, floppy disk or fax, or if the signed Exam Cover Sheet is not attached to the exam.
23.5 Exam Receipt

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

23.6 Late Submissions

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

23.7 Failure to Submit Exam

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

23.8 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.

23.9 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 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).

23.10 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 relevant Subject Leader to make an appointment to discuss the arrangements.

23.11 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 relevant Subject Leader, Safety Management Course for Bus Operators and must be confirmed in writing, accompanied by a medical certificate or other appropriate documentation. Applications should be made before the exam due date.
23.12 Subject Results

In normal circumstances, the 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 these dates.

The exam results are graded as follows:

- Pass:
  - Satisfactory
  - Good
  - Excellent
- Fail

23.13 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.

24. TWO-YEAR RULE

Course participants must successfully complete the Safety Management Course for Bus Operators within two years (four semesters) from the date of first enrolment. Course participants who exceed the time limit will be required to obtain permission from Transport Safety Victoria (TSV) to extend the completion date.

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.

25. 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.

The Safety Management Course team at Monash University works to a code of ethics and it is expected that students comply with this standard when dealing with the university.
26. COURSE PARTICIPANT CONFIDENTIALITY

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