



Tallinna Linnatranspordi AS

**Curriculum name:** Accelerated occupational training of bus drivers

**Curriculum group:** Motor vehicles, ships and aircraft

**Curriculum code:** BJ/KK Accelerated occupational training of bus drivers

**Volume of the curriculum:** 140 academic hours, incl. 78 classroom, 52 practical and 10 driving lessons

**Basis for preparing the curriculum:** The content of training is determined by the following legislative acts:

1. Regulation No. 29 of the Minister of Economic Affairs and Infrastructure "The procedure for occupational and continuous training of drivers, training curricula, requirements for the organisation of the driver training curriculum and curriculum preparation, requirements for driver knowledge and skills, and the form of the certificate of competence" of 6 June 2018
2. Road Transport Act
3. Adult Education Act 18.02.2015

**Target group:** Bus drivers who start work in the field of passenger transport

**Prerequisites for starting the accelerated occupational training of bus drivers:**

- A valid driving licence of category D
- Age: at least 24 years

**Maximum size of study group:** 25 people

**Language of instruction:** Estonian, Russian.

**The general objective of the accelerated occupational training of bus drivers:**

1. To provide the required knowledge and skills to work as a passenger transport driver (bus driver), to ensure that passengers reach their destination safely and to provide them with proper and pleasant service.
2. To acquire knowledge and skills that are directly related to the day-to-day work of a bus driver and to supplement the knowledge acquired in Category D training.

**The general learning outcomes of the accelerated occupational training of bus drivers:**

After completing the accelerated occupational training of bus drivers, the course participant must:

1. be familiar with the legislation governing the work of bus drivers;
2. be able to drive a bus safely and economically;
3. know the requirements for working and rest time, and use the tachograph correctly;
4. be able to politely communicate with the passengers and serve them properly.

### **Learning environment (the material base of teaching and teaching aids):**

The training is conducted in a classroom that meets the health-protection requirements (*lighting, ventilation*). In addition, the following ancillary rooms are available to use: waiting room, cloakroom, toilet, separate smoking room. There is a water dispenser in the classroom. The classroom is equipped with modern teaching aids: computer and video projector, flip chart, whiteboard and interactive whiteboard, analogue and digital tachograph. Driving lessons are conducted in practice areas and traffic conditions with a vehicle for driving practice. Internship is carried out at a licenced passenger transport company in accordance with the cooperation agreement that will be concluded.

### **Teaching methods and a brief description of the organisation of studies:**

The training consists of lectures, group work, independent work, practical work and driving lessons. The classroom is equipped with modern teaching aids, thus visualisation is used in the teaching process (computer and video projector, flip chart, whiteboard and interactive whiteboard, analogue and digital tachograph). The students will be provided with handouts, as well as paper for taking notes, and pens.

### **Requirements for completing the training:**

Completing the training according to the volume specified in the curriculum and achieving the learning outcomes described in the curriculum. The training culminates in an examination where the participant answers at least 50 questions in writing. The training provider will draw up a report on the results of the exam.

### **Content of the curriculum:**

Subjects covered in the training and their volumes:

#### **1. Module. Basics of labour law – 10 h.** Lecturer Peeter Johansson

**Objective:** To introduce and explain to students the legislation governing the relationship between employers and employees.

- 1.1. Types of employment contract, the procedure for concluding, amending, extending and terminating an employment contract.  
Information on working conditions, a description of duties.

Aspects of the employment contract: working time, working conditions, reward packages.

1.2. The obligations, rights and liability of the employee. Types, duration and remuneration of holidays. 1.3. Social guarantees. Labour disputes and the procedure for the resolution of a labour dispute.

**Learning outcomes.** After completing the module, the course participant must:

- know the basics of labour law;
- be familiar with legislation governing employment relationships;
- be able to describe their current work and professional development and compile a CV.

## **2. Module. Calculation of the working and rest time of bus drivers. Use of tachograph**

– 8 h. Lecturer Meelis Smitt

**Objective:** To explain the legislation governing the working, driving and rest time – Traffic Act, Regulation No. 561/2006 of the European Parliament and of the Council – and the importance of compliance with the working, driving and rest time prescribed by law.

2.1. Planning and calculation of working and rest time. Responsibilities of the driver and employer.

Procedure for calculating driving and rest time.

2.2. Operation of the mode switch. Driving time, working time, rest time and breaks. Permissible deviations and exceptions. Penalties for violation of working and rest time.

2.3. Handling of analogue and digital tachographs. Examples from real life about the management of working and rest time, analysis of different situations.

**Learning outcomes.** After completing the module, the course participant must:

- know the legislation governing the working, driving and rest time of bus drivers;
- be familiar with the typical situations bus drivers encounter in their work and the possible deviations from prescribed working and rest time;
- be able to handle tachographs correctly.

## **3. Module. Insurance and liability – 8 h.**

Lecturer Peeter Johannson

**Objective:** To explain the nature of insurance and the different types of insurance concerning the participation of a vehicle in traffic (driving) and the provision of services to passengers.

3.1. Principles of insurance. Insurance products, types of insurance. Insurance contract, insurance policy. Liability insurance.

3.2. Motor insurance. Insured event. Damage that may occur as a result of a traffic accident: personal injuries, property damage. Compensation for damage caused by a traffic accident, specific cases of compensation. Limits on compensation for damage. Grounds for recovery claims.

3.3. Voluntary insurance. Object of insurance and special coverage. Insurable values and sums insured in the case of voluntary insurance. Insurance risks. Documentation of a traffic accident, procedure for filling in the form "Accident statement". Reporting of traffic accident.

**Learning outcomes.** After completing the module, the course participant must:

- know the general principles of insurance;
- be familiar with different types of insurance;
- be able to fill in the standard form LÖ in the event of a traffic accident.

#### **4. Module. Working environment. Occupational health and safety. Road safety – 7 h.**

Lecturer Kristi Jõeorg

**Objective:** To inform the course participants about the importance of creating a safe and healthy working environment for drivers and of the role of occupational health in the work of drivers.

4.1. Occupational health and safety legislation. Organisation of occupational health and occupational safety activities.

4.2. Occupational safety guidance, safety instructions. Organisation of the employees' medical examinations.

4.3. Working environment hazards. Organisation of risk assessment. Personal protective equipment and first aid measures. Occupational accidents and occupational diseases.

**Learning outcomes.** After completing the module, the course participant must:

- be familiar with occupational health and safety legislation;
- know which hazards may be present in the work of a bus driver (working environment);
- be able to properly use personal protective equipment and provide first aid, if necessary.

#### **5. Module. Vehicle knowledge and operation – 10 h.** Lecturer Meelis Smitt

**Objective:** To provide the driver with the necessary technical knowledge of the general construction of the vehicle and the operation of equipment units, systems and devices that ensure the economical and purposeful use of the bus in accordance with the manufacturer's instructions.

- 5.1. Technical requirements for passenger vehicles. The role of the driver during the use of the vehicle in accordance with the manufacturer's requirements. Pre-departure inspection and preparation of vehicle systems and equipment.
- 5.2. Vehicle user manual. Maintenance system and its periodicity, maintenance interval. Checking the technical condition of a vehicle. The actions of the driver in the event of a technical failure. Failures in the event of which the further use of the vehicle is prohibited.
- 5.3. Fuel, oils, lubricating preparations, special fluids and other vehicle maintenance and operating materials and their sustainable use. Sustainable use of detergents and cleaning agents.
- 5.4. Vehicle accessories (complete) that ensure the safe handling of passengers while driving and stopping (emergency stop). Driver assistance systems of the vehicle.
- 5.5. The technical surveillance system of the vehicle and its implementation procedure. Roadworthiness test, its periodicity and requirements for the roadworthiness of the bus. The actions of the bus driver in the event of a technical failure during driving.

**Learning outcomes.** After completing the module, the course participant must:

- be familiar with the user manual of the vehicle;
- know the requirements for the technical condition of the vehicle;
- be able to use the vehicle sustainably and to act properly in the event of a technical failure.

## **6. Module. Safe and economical driving of a vehicle – 10 h.**

Lecturer Peeter Johansson

**Objective:** To provide the driver with an overview of the ways his/her smooth and economical driving techniques have an impact on reducing fuel consumption, which in turn helps ensure the purity of the surrounding natural environment, including the reduction of air pollution.

- 6.1. Harmful substances and compounds in exhaust gases and their impact on the human body and natural environment. Options for reducing the harmful effects of exhaust gases.
- 6.2. Factors affecting the fuel consumption of a vehicle: technical condition of the vehicle, road and weather conditions and other driving conditions. The overall technical condition of the vehicle, timely diagnostics and, if necessary, repair as a guarantee of fuel economy.
- 6.3. Analysis of safe and economical driving. Driving dynamics, different forces acting on the vehicle as a moving object. The essence of a smooth and economical driving style and recommended driving techniques in different traffic conditions.

**Learning outcomes.** After completing the module, the course participant must:

- know the harmful effects of the engines of the vehicle on the environment;
- know the requirements for the technical condition of the vehicle, the causes of fuel consumption and how his/her behaviour affects it;
- be able to use driving techniques that are fuel-efficient and thus less polluting when driving the vehicle.

## **7. Module. Traffic and communication psychology – 12 h.** Lecturer Inna Gorislavskaja (Eda Mölder)

**Objective:** To provide the driver with the knowledge of traffic and communication psychology, and with the skills to analyse, control and manage their behaviour in different traffic situations and when communicating with fellow road users and passengers.

- 7.1. The process of receiving traffic information from response to planned action. Perception of different traffic conditions. The psychophysiological characteristics of humans.
- 7.2. The essential psychological processes in the work of a driver. Thinking and ability to distribute attention. The role of vision in acquiring traffic information. Visual acuity, distribution and diversion of attention, eye adaptation.
- 7.3. Signs of fatigue and the impact of fatigue on road safety. The effect of alcohol, narcotic and psychotropic substances on perception, vision, coordination, and self-esteem. The dangers of driving in such a medical condition or fatigue disorder that would prevent the driver from getting a precise perception of traffic conditions.
- 7.4. Aggressive and risky behaviour in traffic. Stress factors in traffic and public transport. Psychological traumas, their impact on behaviour and

decision-making process. The impact of emotional experiences (emotionality) on intellect, attention and reaction time.

**Learning outcomes.** After completing the module, the course participant must:

- know the psychophysiological characteristics of humans, the process of receiving traffic and other information that will directly impact their actions and behaviour;
- be familiar with the causes that may influence the driver's behaviour in different situations and their attitude towards fellow road users and passengers;
- be able to analyse and control the actions and behaviour of themselves, other road users, and passengers, and to make decisions;
- be able to develop a positive attitude towards other road users and passengers and to communicate with passengers properly.

**8. Module. The provision of services to passengers – 12 h.** Lecturer  
Inna Gorislavskaja (Eda Mölder)

**Objective:** To provide public transport drivers with the knowledge of the basics of customer service, which is necessary to acquire professional qualifications, and with the skills needed to be successful at work.

- 8.1. The concept of service society. The concept, nature and quality of service. The concept of customer. The types of service used. The principles of service (the basics of passenger service). Patterns of behaviour and their analysis. Taking different types of behaviour into account and managing them.
- 8.2. Level of service. Professional skills of the service provider. Loyalty. Service activities of the service provider. The wishes, expectations and demands of the passenger as a customer for the bus driver as a service provider.
- 8.3. Creation of a passenger-friendly service atmosphere. Service atmosphere, service behaviour. Behaviour of service providers, passenger friendliness.
- 8.4. Different groups of passengers: passengers with special needs, children, the elderly, the so-called problematic passengers. Possible conflicts or tensions that may arise during the provision of services to passengers and managing them. Dealing with dissatisfied (demanding) passengers.

**Learning outcomes.** After completing the module, the course participant must:

- understand their role as a passenger service provider;

- know the basics of passenger service and the requirements of the employer for the service;
- meet the requirements for a bus driver as a passenger service provider;
- be able to control and guide their behaviour when servicing passengers, to handle different groups of passengers and differently behaving passengers, and to resolve possible conflict situations;
- be able to take into account the expectations and wishes of passengers and create a positive, passenger-friendly environment.

## **9. Module. Driving a bus. Driving lessons – 10 h. Lecturer Peeter Johansson**

**Objective:** To become acquainted with the controls, auxiliary and safety equipment of different makes of passenger transport buses, to improve driving skills and establish a smooth driving style by driving buses on different routes.

- 9.1. Getting to know the workplace of a bus driver: location and operation of controls, indicators and tell-tales on the instrument cluster (panel). Adjusting the seat of the driver, the position of mirrors and steering wheel, if necessary.
- 9.2. Preparing the bus for operation on the route. Checking the technical condition before starting the engine. Checking the appearance of the bus, the cleanliness of the bus interior, and the completeness of the bus (fire extinguisher, pharmacy, warning triangle, emergency exit hammers, presence of necessary information stickers, etc.). Starting the engine, checking the working order of the bus systems and equipment (incl. the door opening and closing mechanism).
- 9.3. Starting the bus drive in the parking lot, getting used to the controls, double checking the technical condition (operation of brakes). Manoeuvring in the parking lot at low speed.
- 9.4. Driving the bus in urban traffic, getting a feel for the driving performance of the bus, getting used to the traffic flow. Taking into account the road, weather, and traffic conditions.
- 9.5. Driving the bus on a variety of redetermined routes (lines). Adhering to the timetable (schedule), stopping at all required stops. Using economical driving techniques and achieving the required smoothness of driving.

**Learning outcomes.** After completing the module, the course participant must:

- be familiar with the controls of different buses;
- know the activities related to the preparation of the bus and the responsibilities of the bus driver;



- be able to operate the controls and auxiliary equipment of the bus;
- be able to drive the bus smoothly and safely, and to adhere to the timetable (schedule).

**10. Module. Internship at a passenger transport company – 52 h.** Lecturer Peeter Johannson

**Objective:** To reinforce the theoretical knowledge acquired during the training, and to further develop the skills necessary for the work of a bus driver, thus ensuring high-quality service to passengers. Getting to know both the structure of the passenger transport company and the organisation of work.

- 10.1. The overall structure of the company, subdivisions and their directions of activity. Passenger transport traffic management (dispatcher service).
- 10.2. Getting to know the legislation regulating the work of bus drivers and the instruction materials regulating the internal work organisation of the company. Necessary documents for the work of a bus driver: work organisation rules, duty roster, timetable, journey form / authorisation document to use a vehicle, rules for ticket sales.
- 10.3. Terms used in passenger transport: route, lap, trip, regularity, interval, positioning. Aspects regulating the working day of a bus driver: start of work, setup time, departure from garage, start of route work, breaks, end of work.
- 10.4. Close monitoring of the work of bus drivers on different routes and recording of activities: smoothness of driving, stopping at stops, communication with passengers, ticket sales, adherence to the timetable. Analysing the activities of the bus drivers, summarising and making conclusions, presenting own observations.
- 10.5. Rules for ticket sales. Tariffs, travel fare concessions. Use of cash register: at the start of work and for personal login, for ticket sales, for summarising the day of ticket sales, for finishing work and logging out. Calculating the result of ticket sales and procedure for depositing cash, use of the currency-counting and result recording machine.
- 10.6. Getting to know the bus repair and maintenance system. Structure and work organisation of the workshop. Procedure for submitting a repair order in the event of a technical failure and preparation of a return for technical reason. Provision of technical assistance on route.
- 10.7. Procedure for refuelling buses and current calculation of fuel consumption separately for each bus (per day, per month). Use of vehicle wash (exterior wash, interior wash, undercarriage wash), cleaning of the interior and seats.

**Learning outcomes.** After completing the module, the course participant must:

- know the overall structure and the bus transport work organisation of the passenger transport company where they finished their internship;
- be familiar with the legislation regulating the work of bus drivers and the instruction materials and documents regulating the internal work organisation of the company;
- be able to monitor, evaluate and analyse the work of bus drivers;
- be able to use the cash register, validator, tachograph, navigation device.

### **11.Module. Examination – 1 h.**

#### **Training materials and teaching aids used:**

1. Synopses prepared by training providers, audio-visual teaching materials on the topics specified in the curriculum.
2. "Bussijuhi õppematerjal" Eesti Autokoolide Liit (EAKL) 2014 ISBN 975-9949-9155-6-9
3. The classroom is equipped with necessary presentation equipment: video projector, screen, flip chart, magnetic board, interactive whiteboard, video camera, regular whiteboard.
4. Tachograph simulator (digital, analogue)
5. Training buses:
  - a) 903 TAK Volvo Carrus B12
  - b) 937 TAK Volvo Carrus B10B-58

#### **The curriculum was prepared by:**

Peeter Johannson, Project Manager of Training at Tallinna Linnatranspordi

AS, Lecturer e-mail: [peeter.johannson@tallinnlt.ee](mailto:peeter.johannson@tallinnlt.ee)

phone: 5111 909