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3. No person should act on the basis of the material contained in the publication without considering and taking professional advice.
The Program Handbook details the official policies and procedures of the Monash Institute of Transport Studies for enrolment and successful completion of the Transport Management Program for Bus Operators.

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

monash.edu/engineering/its/education-programs/tmc
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Introduction</td>
<td>1</td>
</tr>
<tr>
<td>2. Monash Institute of Transport Studies – Monash University</td>
<td>1</td>
</tr>
<tr>
<td>3. Program Contact Details at Monash ITS</td>
<td>1</td>
</tr>
<tr>
<td>4. Transport Management Program and Accreditation</td>
<td>1</td>
</tr>
<tr>
<td>5. Program Aims</td>
<td>2</td>
</tr>
<tr>
<td>6. Program Objectives</td>
<td>3</td>
</tr>
<tr>
<td>7. Program Structure</td>
<td>7</td>
</tr>
<tr>
<td>8. Principal Dates and Subject Offerings</td>
<td>7</td>
</tr>
<tr>
<td>9. Distance Education</td>
<td>7</td>
</tr>
<tr>
<td>10. Program Participant Contact Details</td>
<td>8</td>
</tr>
<tr>
<td>11. New Enrolments</td>
<td>8</td>
</tr>
<tr>
<td>12. Re-Enrolments</td>
<td>8</td>
</tr>
<tr>
<td>13. Changing Enrolment Name</td>
<td>8</td>
</tr>
<tr>
<td>14. GST and Monash University ABN</td>
<td>8</td>
</tr>
<tr>
<td>15. Enrolment Tax Invoice/Receipt</td>
<td>9</td>
</tr>
<tr>
<td>16. Late Enrolments</td>
<td>9</td>
</tr>
<tr>
<td>17. Subject / Program Withdrawal or Refunds</td>
<td>9</td>
</tr>
<tr>
<td>18. Study Groups</td>
<td>9</td>
</tr>
<tr>
<td>19. Program Completion Certificate</td>
<td>9</td>
</tr>
<tr>
<td>20. Updates of Subject Material</td>
<td>9</td>
</tr>
<tr>
<td>21. Correspondence to Program Participants</td>
<td>10</td>
</tr>
<tr>
<td>22. Recognition of Prior Study</td>
<td>11</td>
</tr>
<tr>
<td>23. Exam Policy and Procedures</td>
<td>11</td>
</tr>
<tr>
<td>24. Two-Year Rule</td>
<td>13</td>
</tr>
<tr>
<td>25. Code of Ethics</td>
<td>14</td>
</tr>
<tr>
<td>26. Program Participant Information Confidentiality</td>
<td>14</td>
</tr>
</tbody>
</table>
1. INTRODUCTION

This handbook has been compiled for the purpose of providing vital information on enrolment, program administration and procedures and policies relating to the Transport Management Program 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 Transport Management Program for Bus Operators in Victoria. The program was developed under contract to Department of Transport, in conjunction with bus industry advisors.

3. PROGRAM CONTACT DETAILS AT MONASH ITS

Enrolment Enquiries: Administration Manager Tele: (03) 9905 9627
Program or Exam Content
Enquiries:

Subject 5101 Subject Leader: Tele: (03) 9905 4978
Subject 5102 Subject Leader: Tele: (03) 9905 1850
Subject 5103 Subject Leader: Tele: (03) 9905 4978
Subject 5104 Subject Leader: Tele: (03) 9905 1850

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

4. TRANSPORT MANAGEMENT PROGRAM AND ACCREDITATION

An overriding requirement of Australian Governments is to provide safe and secure transport systems throughout Australia. In recent times, the Victorian Government has embarked 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 recent legislative reform of the Victorian bus industry.
The Bus Services Act and the Transport Integration Act amended and introduced in 2010 respectively, continue to further develop this reform. A 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 types of bus operators are required by law to manage duties in respect to safety, bus inspections and incident reporting and investigation.

Furthermore, 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 program.

Bus operators, who wish to operate service contracts on behalf of the DoT, require successful completion of the Transport Management Program (TMP) for Bus Operators in order to operate the resultant route, school or special school services. This requirement is in addition to that required by the Safety Director.

ITS Monash was commissioned by Transport Safety Victoria and the Public Transport Division of the DoT to design and deliver an approved training program to ensure operators would comply with all necessary regulatory requirements. The Transport Management Program (TMP) for Bus Operators designed by ITS Monash and being delivered to you now, supports accreditation and meets the regulatory requirements described above. It is the only one of its kind in Victoria.

5. PROGRAM AIMS

The aims of the Transport Management Program are to:

- To enable program participants to meet the competence and capacity requirements for operating bus services in Victoria to meet regulatory and compliance requirements;
- To assist in meeting the Safety Director’s assessment criterion in respect of competence and capacity, and thereby receive approval for accreditation;
- To provide knowledge of all regulatory and compliance requirements stipulated by the bus safety legislation and the Safety Director, as well as other legislative standards and industry codes for bus operations;
- To provide knowledge of the principles of risk management and a thorough methodology for its introduction to their operations;
- To provide necessary material to obtain and manage service contracts issued by the DoT; and
- To provide necessary elements to market, plan and operate their services and key financial management techniques to ensure ongoing commercial viability.
6. PROGRAM OBJECTIVES

The Transport Management Program for Bus Operators consists of four subjects:

- Subject 6101/5101: Introduction to Bus Safety
- Subject 6102/5102: Safety Risk Management for Bus Operators
- Subject 5103: Financial Management for Bus Operators
- Subject 5104: Business Development 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 program 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);
• of the use of management accounting systems as they relate to efficient and effective bus operations;
• of the basic assumptions and their implications in managing bus operations;
• of the need for financial planning and the types of budgets most commonly used to compare budgeted and actual performance to assist management decision-making;
• of the major elements of the principal accounting documentation used in bus operations;
• of the statutory responsibilities of the bus operator as it relates to internal and external financial management and reporting;
• of the processes involved in the analysis of the financial position of a bus operation;
• of the basic structure of bus operating costs;
• of the processes of costing a contract and stand-alone tenders for operating a bus service;
• of the elements involved in making a decision on the replacement of a vehicle;
• of the principles of business risk management as they relate to bus operations;
• of the application of effective insurance cover in the business risk management process;
• of the history and evolution of the Victorian bus industry;
• of the regulatory framework for the provision of bus operations in Victoria;
• of the four different types of bus service provision: route service, school service, special school service and tours and charter;
• of the business development function in the context of bus operations;
• of the role of marketing in service provision;
• of the importance of market research and the role that data collection plays in this process;
• of the key strategies to aid public transport;
• of the relevant approaches to route and timetable design;
• of the methods to efficiently schedule and allocate vehicles within a company’s fleet;
• of the various styles of creating drivers’ daily shifts and rosters and the relevant rules that have to be adhered to;
• of the role of Metlink and the requirements of bus companies in this respect; and
• of the role of charter and how best to satisfy the client’s requirements; and
• of the legal requirements of travel agents and eligibility requirements and in particular where exemptions may apply.
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 apply 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).
- to be aware of the principles of financial management accounting as they relate to the bus industry;
- to be able to confidently interpret financial management information;
- to be able to produce accurate and timely financial management information;
- to confidently develop service contracts, lease and hire purchase agreements;
- to understand the risk involved in financial management and to have the confidence to effectively address them;
- to comprehend all contractual requirements to ensure the ongoing viability of the bus company's operations;
- to provide an awareness of the role of school buses and tour/charter buses in the public transport process;
- to maintain successful relationships with all relevant external and internal stakeholders;
- to engage in relationship marketing to attract and retain valuable customers, clients and suppliers;
- to undertake market research and select a method of data collection that meets the requirements of the research and is financially viable;
- to be able to successfully design and develop bus routes and timetables;
to efficiently utilise the vehicles within a company’s fleet;
• to successfully create drivers’ daily shifts and weekly rosters in an efficient manner that ensures compliance with all necessary work rules and regulations;
• to successfully manage the daily operations within a company; and
• to design and market tours that meet the requirements of the respective markets.

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;
• to appreciate the importance of financial management on the success of bus operations;
• to appreciate that a proactive financial management program will contribute to the overall success of the organisation;
• to appreciate that financial management is an holistic activity involving various members of the organisation at all levels of operation;
• to appreciate the importance of accurate and detailed financial data management, collation and interpretation;
• to have an appreciation that an over-arching risk management policy and its inter-relationship with effective financial management is critical.
• to provide an awareness of the role that all types of bus service provision, i.e. route, school and special school service and tours and charter play in the provision of public transport services.
• to appreciate that the role of business development incorporating the public transport planning process involves a number of representative groups and can impact on wide and diverse range of stakeholders;
• to appreciate that business development incorporating public transport planning involves a logical series of events that commences with marketing and route planning.
and design, is followed by the allocation of vehicles and drivers into daily and weekly tasks and concludes with the implementation and operation of services;

- to appreciate that a successful approach to the public transport planning process involves consideration of later steps in the process at earlier stages i.e. driver allocation should be considered during route and timetable design; and

- to appreciate that service review is a continual process.

7. PROGRAM STRUCTURE

The Transport Management Program for Bus Operators consists of the following four subjects:

- Subject 5101: Introduction to Bus Safety
- Subject 5102: Safety Risk Management for Bus Operators
- Subject 5103: Financial Management for Bus Operators
- Subject 5104: Business Development 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 TMP 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 6101: Introduction to Bus Safety</td>
<td>flexible</td>
<td>flexible</td>
</tr>
<tr>
<td>Subject 6101: Safety Risk Management for Bus Operators</td>
<td>flexible</td>
<td>flexible</td>
</tr>
<tr>
<td>Subject 5103: Financial Management for Bus Operators</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Subject 5104: Business Development 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 program or exam material.
10. PROGRAM PARTICIPANT CONTACT DETAILS

Important information is mailed to program 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

Program 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 program 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. Program 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 program 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 program 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 program 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 program participant approximately two weeks before the starting date of the semester. This receipt is for the program 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 / PROGRAM WITHDRAWAL OR REFUNDS

Should you wish to withdraw from an individual subject, or the entire program, 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 90% of the fee will be refunded.
- If the above conditions are not satisfied, there will be no refund.

18. STUDY GROUPS

Program 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 program participants who have indicated they wish to be in a Study Group. That list will only be sent to those program 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. PROGRAM COMPLETION CERTIFICATE

Program completion certificates are granted to program participants on the successful completion of the four required Subjects 5101, 5102, 5103 and 5104.

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

20. UPDATES OF SUBJECT MATERIAL

Any updates/amendments/addendums will be posted with to program participant during the semester.
21. CORRESPONDENCE TO PROGRAM PARTICIPANTS

During the semester, the following letters are sent to program 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&lt;br&gt;Enclosures: Official Tax Invoice&lt;br&gt;Program 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&lt;br&gt;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 program 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 Transport Management Program 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 program. It is determined on an individual basis and involves judging the equivalence of previous study. Enquiries and applications are to be forwarded to the relevant Subject Leader, Transport Management Program for Bus Operators.

An assessment fee applies to each subject for which RPS is sought.

22.2 RPS Exemptions

Subjects 5101 and 5102 will be exempt if undertaken as part of the Safety Management Program for Bus Operators at Monash University.

Subjects 5103 and 5104 may be given full or partial exemption if students have undertaken units in the Transport Management Program in Bus and Coach Operations offered up until 2010 at Monash University.

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). Program participants with literacy or other learning difficulties should note the special provisions as outlined in Section 23.10.

23.3 Exam Due Date

Program 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 program participants in the acknowledgment letter, on the front page of the relevant exam and also on the exam cover sheet.

Program 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 (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 program 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, i.e. from the semester commencement date.

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

23.9 Re-submit Exam Answers

- A program 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 program 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 program participant must re-enrol in a future Semester (see Section 11).

23.10 Disadvantaged Program Participants

Should a program 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 program 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, Transport Management Program 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

Program 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

Program participants must successfully complete the Transport Management Program for Bus Operators within two years (four semesters) from the date of first enrolment. Program participants who exceed the time limit will be required to obtain permission from Public Transport Victoria (PTV) 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 Transport Management Program 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. **PROGRAM PARTICIPANT CONFIDENTIALITY**

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