

Information Bulletin

PT 211^(09.18)

Operator Accreditation Training

The *Transport Operations (Passenger Transport) Standard 2010*, section 19, authorises the Department of Transport and Main Roads (TMR) to specify training requirements for operator accreditation (OA).

To fulfil the training requirement, operators must either—

- Complete the TMR Operator Accreditation Training Workbook (OA Workbook); or
- Hold an equivalent qualification recognised by TMR. Refer to Attachment 1 for information about acceptable qualifications.

OA applicants who hold a qualification recognised by TMR may be issued with OA for up to five years. Applicants who are required to complete the OA Workbook may only obtain provisional OA for a three month period, during which time the workbook must be finalised. Once the workbook has been successfully completed, OA can be issued for up to five years. If the workbook is not completed during the three month period, the accreditation will not be renewed, preventing the operator from continuing to provide a public passenger service.

The OA Workbook must be completed by a person listed on the OA application. If the person who satisfies the training requirement subsequently leaves a business or association, the training requirement does not need to be completed again. The entity will retain full OA.

There are various categories of OA and the requirements within the OA Workbook differ according to the category of OA required. If an OA holder wishes to obtain an additional category of OA, they must complete the relevant requirements applicable to that category.

To obtain the OA Workbook, complete the OA training workbook request located on the last page of the [OA application form \(F2982\)](#), lodge the form at a TMR customer service centre and pay the required fee of \$65.

There is also an assessment fee payable directly to an independent TMR approved assessor. Details of assessors are provided with the workbook. In addition to assessing workbooks, an assessor's role includes providing limited assistance to a person completing a workbook.

Additional information

This bulletin has been produced as a guideline and is not a reference to a point of law. Clarification of any information in this bulletin may be obtained by contacting your local passenger transport office. Details of passenger transport locations can be accessed at www.translink.com.au/contact-us

The *Transport Operations (Passenger Transport) Act 1994*, *Transport Operations (Passenger Transport) Regulation 2018* and *Transport Operations (Passenger Transport) Standard 2010* can be accessed on the internet at www.legislation.qld.gov.au.

Additional information about public passenger services is available on the Department of Transport and Main Roads internet site at www.tmr.qld.gov.au/information_bulletins.

Recognition of a relevant qualification

The table below sets out which qualifications are recognised for different categories of operator accreditation.

Note: A Statement of Attainment from a Registered Training Organisation that covers relevant competencies from the *Transport and Logistics Training Package* may also be recognised as acceptable training.

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