



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Employee Bus and Passenger Transport Operations

Custom Courses / Transport and Fleet Management

Unit Standard AATICD-0105 · NQF Level 5 · 10 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the knowledge and skills to manage employee bus and passenger transport operations effectively. It covers route planning, scheduling, passenger safety, and compliance with South African transport regulations. Learners will be able to coordinate transport services that are efficient, safe, and customer-focused.

Category	Custom Courses
Subfield	Transport and Fleet Management
Unit Standard	AATICD-0105
Accreditation	SAQA Accredited · NQF Level 5 · 10 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of passenger transport operations to plan and schedule employee bus services.
- Analyze route efficiency and passenger demand to optimize transport resources.
- Implement safety procedures and regulatory compliance measures for passenger transport.
- Evaluate transport service performance using key performance indicators.
- Demonstrate effective communication and customer service skills in transport operations.
- Design contingency plans for disruptions in passenger transport services.

WHO SHOULD ATTEND

- This course is designed for transport supervisors, fleet managers, and logistics coordinators in corporate or public transport environments.
- It is also suitable for individuals seeking to enter the passenger transport management field.

COURSE OUTLINE

Day 1: Introduction to Employee Bus and Passenger Transport Operations

- Overview of employee bus and passenger transport industry.
- Key legislation and regulatory framework.
- Types of passenger transport vehicles (buses, minibuses, etc.).
- Roles and responsibilities of transport staff.
- Basic safety and security considerations.
- Introduction to route planning and scheduling.
- Customer service fundamentals in transport.
- Record-keeping and documentation basics.

Day 2: Operational Procedures and Safety Compliance

- Vehicle inspection checklists and procedures.
- Driver working hours and rest periods (AARTO compliance).
- Safe boarding and alighting procedures.
- Emergency response plans and first aid basics.
- Incident reporting and documentation.
- Fuel management and refuelling procedures.
- Communication protocols with dispatch and control.
- Defensive driving techniques for passenger vehicles.

Day 3: Route Management and Scheduling

- Principles of route planning and optimisation.
- Scheduling techniques (fixed, flexible, and dynamic).
- Use of GPS and telematics systems.
- Managing delays and route deviations.
- Load factor calculation and capacity management.
- Coordination with other transport modes.
- Communication with drivers and passengers regarding changes.
- Cost considerations in route and schedule planning.

Day 4: Passenger Management and Customer Service

- Customer service standards in passenger transport.
- Handling complaints and feedback.
- Assisting passengers with special needs.
- Crowd management at terminals and stops.
- Conflict resolution and de-escalation techniques.
- Communication skills for drivers and staff.
- Passenger amenities and comfort features.
- Promoting a positive travel experience.

Day 5: Integration, Assessment, and Continuous Improvement

- Review of key concepts from Days 1-4.
- Mock operational scenario (planning, scheduling, execution).
- Performance evaluation metrics and KPIs.
- Quality assurance and continuous improvement processes.
- Case studies of best practices in employee transport.

- Final assessment preparation.
- Feedback session and course evaluation.
- Certification requirements and next steps.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 24,200.00	R 24,200.00
1	In-House	R 31,400.00	R 31,400.00
1	On-Campus (Pretoria)	R 36,200.00	R 36,200.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Harare, Zimbabwe
17 Aug 2026	21 Aug 2026	On-Campus	Shenzhen, China
24 Aug 2026	28 Aug 2026	On-Campus	Bangkok, Thailand
24 Aug 2026	28 Aug 2026	On-Campus	Victoria Falls, Zimbabwe
31 Aug 2026	04 Sep 2026	On-Campus	Lusaka, Zambia
31 Aug 2026	04 Sep 2026	On-Campus	London, UK

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard AATICD-0105) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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