

Bus driver



Foto: Terje Heiestad

The profiles show how reading, writing, numeracy, digital and oral skills are included in the tasks of different professions. They are therefore a good tool for planning and adapting training for adults, and for identifying training needs in various job situations.

The profiles can also be used to work on the basic skills in vocational education and training.

The profiles can be used to

- Give relevant training in basic skills in the SkillsPluss programme
- Make language teaching work-oriented
- Give a vocational aspect to the common core subjects in the VET (vocational education and training)

Tasks for bus driver

- ensure that goods and passengers are transported to the correct destination as accurately and safely as possible
- assist passengers as needed

Reading

Every day the bus driver will

- check tickets and other travel documents
- check identity cards and student IDs
- read traffic signs and instructions
- keep up to date on driving conditions
- consult lists of vehicle numbers and route numbers
- read information about passengers and orders
- read messages or logs from previous shifts
- read the tachograph for longer trips and trips outside regular shifts
- read symbols and messages on the tachograph's digital display

Regularly the bus driver will

- check notes in the bus's logbook
- read information about route changes and new procedures
- read non-conformity reports
- read garage reports
- read route descriptions on maps or GPS
- read lists of codes for routes and shifts
- read error messages on the driving computer
- read shift plans
- read messages and emails

Occasionally the bus driver will

- check rules and regulations in the driver's handbook
- read training material and interactive learning programs
- familiarise themselves with new routes
- consult technical manuals
- read shipping information on luggage and packages
- read safety information and procedures for safe driving
- consult the quality manual on the intranet and links to regulations
- read information relating to work
- read driving and rest period provisions
- read updated information and rules relating to certification requirements
- read information relating to their own employment relationship

Writing

Every day the bus driver will

- log their own shifts
- register passengers and orders
- log settlements

Regularly the bus driver will

- log technical problems and non-conformities
- report incidents to superiors
- write information tags to the lost and found office
- write messages and emails

Occasionally the bus driver will

- report and document material damage or personal injuries
- report and document vandalism and theft
- forward complaints from passengers
- report error messages from the driving computer to the traffic supervisor
- write non-conformity reports
- write notes and assignments in connection with training
- fill in forms relating to their own employment relationship

- ensure that the bus is in proper technical condition in accordance with regulations
- follow traffic rules, drive safely and assess the traffic situation

There will be some differences between the tasks of bus drivers in and outside cities.

Oral skills

Every day the bus driver will

- greet passengers in a friendly manner
- ask for travel documentation or payment
- announce stops and transfer possibilities
- provide instructions and explanations to passengers through the speaker system
- answer questions from passengers
- use internal communication equipment to communicate with other drivers
- report any incidents in connection with shift handover

Regularly the bus driver will

- report problems while driving and ask for help
- resolve conflicts with passengers
- handle unforeseen situations
- handle criticism in a constructive manner
- respond to special requests
- receive messages and instructions from superiors
- take part in lunch and break conversations

Occasionally the bus driver will

- communicate with superiors about the need for information or assistance
- handle emergencies
- pay attention during training in new procedures and regulations
- cooperate with and talk to other training participants
- attend meetings and provide input
- conduct performance reviews with the supervisor
- report incidents or accidents

Numeracy

Every day the bus driver will

- check whether tickets and other travel documents are valid during the travel period
- check the age and validity of identity cards for age-specific discounts
- check payments and return the correct change
- check cash holdings against the number of tickets sold at the end of a shift
- calculate discounts
- calculate the price for a whole group
- read and assess numerical information from dashboard instruments
- ensure that the bus keeps the schedule at each stop

Regularly the bus driver will

- log their own driving
- calculate when the bus will arrive at a destination
- check tire pressure and, if necessary, inflate tires with the correct amount of air
- measure tire tread depth and assess whether it is adequate
- read and consult maps, GPS and road atlases
- assess the height and length of the vehicle to ensure safe driving

Occasionally the bus driver will

- consider whether the number of passengers exceeds the legal limit
- assess and report technical non-conformities
- check their own payslip
- consider assignments and further driving based on driving and rest period provisions

Digital skills

Every day the bus driver will

- use display boxes with destination overviews
- read instruments on the dashboard
- log their own shifts
- use ticketing systems
- use a tachograph

Regularly the bus driver will

- use GPS for navigation and to estimate time of arrival
- submit accounts
- read and use digital timesheets
- send messages and emails
- write a log for use by the garage
- use a smartphone and tablet with different apps relating to tasks

Occasionally the bus driver will

- document non-conformities and accidents via the intranet
- take photos to document accidents etc.
- save images as documentation
- consult regulations on health, safety and environment (HSE) regulations and requirements for rest periods etc. via the internet or intranet
- log incidents using messages or emails with attachments

- stay up to date on ISO approvals and EU/EEA regulations
- help customers with electronic payment services
- use various digital arenas for collaboration and communication
- use QR codes and barcodes as needed
- send and fill in contracts
- use various learning resources

The Knowledge Promotion Reform from 2006 has defined five skills that form the basic prerequisites for learning and development in school, work and community life.

The five basic skills are:

- reading
- writing
- oral skills
- numeracy
- digital skills