Basic job skills:

Bus driver

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| **Tasks for the bus driver:**   * ensure that goods and passengers are transported to the correct destination as accurately and safely as possible * assist passengers as needed * follow traffic rules, drive safely and assess the traffic situation * ensure that the bus is in proper technical condition in accordance with regulations   There will be some differences between the tasks of bus drivers in and outside cities. |

**Reading**

**On a daily basis 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**

**On a daily basis 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

**Oral skills**

**On a daily basis 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**

**On a daily basis 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**

# On a daily basis 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
* send and fill in contracts
* use various learning resources
* 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