Overview

As a public transport professional it is essential to understand the operations environment in which you work and how it impacts your role and responsibilities.

This course aims to provide students with basic skills and knowledge to plan and operate public transport services.

Course Structure

This a blended learning course, involving pre-work, which includes background readings and reflection activities, prior to attending the intensive 1½ day short course. The online pre-work has been designed to help you get the most out of the course.

Who should attend?

- Professionals involved in planning, designing and monitoring passenger transport, especially state and local government staff, operators, consultants and contractors
- Professionals new to public transport or wanting a refresher, as well as those wanting a broader understanding of public transport

Presented by:

Phil Charles is Professor of Transport in the School of Civil Engineering at the University of Queensland. He has developed and implemented transport strategy and policy initiatives across Australia and has considerable experience in road safety, traffic and incident management, public transport, and professional capability development.

Course Modules [Course Code: PUBT6032]

1. Issues in Public Transport Operations: critically evaluate public transport operational issues
2. Public Transport Service Delivery Arrangements: consider service delivery options and contract models
3. Securing Public Transport Contractors: describe issues associated with securing a public transport contractor
4. Managing Public Transport Contracts: discuss issues associated with managing public transport contracts
5. Customer Service Needs: appraise the most appropriate means to meet customer service needs.

Registration Fees

Early bird: register by 7 April 2015: AU$660.00 ($330 discount)
Registration: after 7 April 2015: AU$990.00
All prices include GST.

Venue

UQ Business School Executive Venue
Level 19, Central Plaza One,
345 Queen St (cnr Creek St), Brisbane

Course times

Thursday 7 May 2015: 1:00 – 5pm
Friday 8 May: 8:30am – 5:00pm

This course previously conducted 24-25 September 2014.

Articulation to the Graduate Certificate in Public Transport is available.