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 public 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 management, public transport, and professional capability development.

Course Modules [Course Code: PUBT6032]
5. Customer Service Needs: appraise the most appropriate means to meet customer service needs.

Registration Fees
Early bird: register by 18 April 2016: AU$715.00
Registration: after 18 April 2016: 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
Wed 4 May 2016: 1:00 – 5pm
Thu 5 May 2016: 8:30am – 5:00pm

This course previously conducted September 2014 & May 2015.
Articulation to the Graduate Certificate in Public Transport is available.

More Information  email: ptcpd@uq.edu.au  web: www.civil.uq.edu.au/ptcpd