

Road Passenger Subsector

CAREER GUIDE

volume 9



Transport Education Training Authority



Transport SETA





Transport Education Training Authority

Driven by Vision

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ROAD PASSENGER SUBSECTOR

SUBSECTOR OVERVIEW

Road Passenger subsector is associated with

- The conveying of passengers by buses and mini-buses for a fee
- The management and maintenance of these vehicles
- Long distance bus services
- Tour and charter bus services
- Cross border bus services
- Intercity bus services
- School/learner bus services
- Commercial contract bus services
- Special hire or private hire bus services
- Subsidised and non-subsidised bus services



Occupations in the ROAD PASSENGER SUBSECTOR

1. OPERATIONS

BUS DRIVER

Other name variations: Charter and Tour Bus Driver, Tour Coach Operator

Occupational codes: 733101, 733102

Brief Job Description

- Driving a bus safely on specified routes or to specified destinations following set time schedules
- Loading and unloading baggage into and out of baggage compartments
- Issuing tickets and collecting fares

Areas you can specialise in

- Passenger coach driver
- Intercity
- Charter and tour bus driver
- School bus

Entry Requirements

- Grade 12
- Code EC1 or EC driving licence with PrDp
- National Certificate in Professional Driving
- At least 21 years of age

Required Qualities for Success

- Time management skills
- Alertness

- Ability to interact well with your passengers
- Good physical health or excellent health condition

Factors to Consider

- Absence from home for many days if you drive long distance buses
- Being able to make rational decisions under pressure

ROAD TRANSPORT MANAGER/ DEPOT MANAGERS

Other name variations: Road Transport Manager

Occupational code: 132403

Brief Job Description

- Direct activities related all operations at a bus depot
- Collaborate with other managers to formulate and implement policies and procedures
- Monitor operations to ensure that staff members comply with administrative policies and procedures, and government regulations.

Entry Requirements

- Grade 12
- NQF Level 4 qualification with Mathematics or an Occupational Certificate
- Qualification in transport and logistics
- Knowledge of business and management principles

Required Qualities for Success

- Critical thinking
- Technical skills
- Good interpersonal and communication skills
- Good leadership skills

Factors to Consider

- Knowledge of the road traffic regulations
- It is a high-pressure environment

RESERVATIONS CONSULTANTS

Other name variations: Boarding

Supervisors

Occupational code: 523103

Brief Job Description

- Handling customers' requests regarding ticket availability
- Checking ticket availability as per required dates and times
- Making reservations for customers
- Accepting payment from customers and issuing tickets

Entry Requirements

- Grade 12 or equivalent
- In-service training (on-the-job-training)

Required Qualities for Success

- Strong customer service background
- Be computer literate
- Strong people person skills
- Able to work efficiently without supervision
- Good telephone etiquette
- Good physical health or excellent health condition

OPERATIONS SUPERINTENDENTS

Other name variations:

Occupational code: 5112

Brief Job Description

- Supervising the scheduling of bus operations
- Planning of bus schedules
- Recommending and reviewing bus routes to insure economical service to the public.

Entry Requirements

- Grade 12
- Appropriate tertiary qualification
- Bus operations experience

Required Qualities for Success

- Knowledge of the area and routes serviced by the organisation
- Ability to plan, delegate and supervise staff

- Leadership skills
- Good communication skills
- Ability to make quick decisions in emergency situations
- Good physical health or excellent health condition

Factors to Consider

- Knowledge of the company fleet is very critical
- Knowledge of the community serviced by the company is essential
- A good relationship with the drivers will ensure commitment to schedules

TRANSPORT OPERATIONS INSPECTOR

Other name variations: Bus Inspector

Occupational code: 335915

Brief Job Description

- Monitoring and investigating bus schedules, delays, accidents, and complaints
- Check validity of tickets of passengers on board
- Driving along route

Entry Requirements

- Grade 12 or equivalent
- Learnership
- Qualification in Traffic Safety Management

Required Qualities for Success

- Attention to detail

- Analytical skills and problem identifying skills
- Honest and making correct decisions

Factors to Consider

- You will have to have a technical ability on bus operations to identify and correct problems early

2. TECHNICAL SERVICES

DIESEL MECHANIC

- This occupation has been covered under the Road Freight Occupations

WORKSHOP FOREMAN

Other name variations: Engineering Supervisor

Occupational code: 312103

Brief Job Description

- Coordinate and implement vehicle fleet maintenance activities
- Control vehicle fleet activities
- Manage subordinates and ensure proper allocation of human resources
- Compile reports for management information and
- Ensure vehicle availability and roadworthiness of vehicles

Entry Requirements

- A minimum of Grade 12 or equivalent academic qualification
- Needs to be a qualified Diesel Mechanic

- Operations management qualification
- Must have a valid code EC or EC1 0.4 or C drivers licence and PrDP.

Required Qualities for Success

- Good interpersonal and communication skills
- Good planning skills
- Good physical health or excellent health condition

WORKSHOP MANAGER

Occupational code: 132102

Brief Job Description

- Oversee fleet maintenance
- Manage maintenance of facilities, tools and equipment
- Supervise workshop personnel and identify developmental needs
- Ensure that the Occupational Health and Safety Act Regulations are adhered to in the workshop
- Liaise with suppliers

Entry Requirements

- Grade 12 or equivalent
- Qualified Diesel Mechanic
- Working experience in heavy duty vehicle maintenance
- Experience in a management position

Required Qualities for Success

- Technical ability
- Leadership skills

- Good communication skills
- Good physical health or excellent health condition

Factors to Consider

- Working environment may be loud
- Good physical fitness

MOTOR/DIESEL MECHANIC AND AUTO ELECTRICIAN

Occupational code: 132102

Brief Job Description

- Routine servicing, breakdown maintenance and recommending of pre-emptive maintenance of taxis and troubleshooting electronic circuits and repairing general electrical components.

Learning pathways:

- Apprenticeship, Learnership and Skills Programmes including Artisan Recognition of Prior Learning (ARPL)

Entry Requirements

- Grade 10 with Maths and Science/NQF 2

Institutions offering this programme:

- QCTO accredited provider
- National Artisan Moderation Body (NAMB)

Job opportunities:

- Artisan in the respective trade

TRANSPORTATION ELECTRICIAN

- This occupation has been covered under the Road Freight Occupations

3. SUPPORT SERVICES

All organisations within the road passenger subsector have need for support service. Within the support services you will find careers in IT, marketing, sales, finance, HR, legal services, research and development. These careers are adapted to the subsector to support operations. The list below states some of the key management and support occupations within the road passenger subsector:

- Accountants
- Cashiers
- Contact centre agents
- Business Development Managers
- Corporate Services Manager
- Financial Managers
- Human Resources Managers
- IT Professionals
- Operations Managers
- SHEQ Managers

- Skills Development Facilitators
- Upholsters
- Security Personnel
- Supply Chain Management

HARD TO FILL VACANCIES ROAD PASSENGER SUBSECTOR

- Bus Driver
- Bus Inspectors
- Diesel Mechanic
- Mechanic's Assistant
- Transportation Electrician

CONTACT DETAILS

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Transport Education Training Authority

Web address: www.teta.org.za

South African Bus Operators Association(SABOA)

Web address: www.saboa.co.za







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