



Maldives National Skills Development Authority



National Competency Standard for Bus Operations

Standard Code: TRNS03V1/20

Qualification Name: National Certificate III in Bus Operations
Qualification Code: TRNS03Q1L3V1/20

PREFACE

Technical and Vocational Education and Training (TVET) Authority was established with the vision to develop a TVET system in the Maldives that is demand driven, accessible, beneficiary financed and quality assured, to meet the needs of society for stability and economic growth, the needs of Enterprise for a skilled and reliable workforce, the need of young people for decent jobs and the needs of workers for continuous mastery of new technology.

TVET system in the Maldives flourished with the Employment Skills Training Project (ESTP) funded by ADB with the objective of increasing the number of Maldivians, actively participating in the labor force, employed and self-employed. The Project supported expansion of demand driven employment-oriented skills training in priority occupations and to improve the capacity to develop and deliver Competency Based Skill Training (CBST). The project supported delivery of CBST programs to satisfy employer demand-driven needs.

Recognizing the importance of developing the youth sector to enable Maldives to transition from an upper-middle-income country to high-income country, the World Bank Country Partnership Framework (CPF) proposes to finance the Maldives Enhancing Employability and Resilience of Youth (MEERY) project. As part of the MEERY project is financing for skills development and entrepreneurship in priority sectors such as tourism, ICT and construction sector MEERY continues to provide support to TVET Authority to develop National Occupational Standard, instructional materials, assessment resource book and trainees log book for the National Occupational Standard for "Bus Operator". As part of the MEERY Project, TVET Authority has only undertaken to review standard which were developed in the ESTP Project to increase the economic opportunities for youth's trainees and promote equitable economic & social development in the country.

The National Competency Standards (NCS) provide the base for this training. Currently CBST is offered for six key sectors in the Maldives: Tourism, Fisheries and Agriculture, Transport, Construction, Social and the Information and Technology sectors. These sectors are included as priority sectors that play a vital role in the continued economic growth of the country.

The NCS are developed in consultation with Employment Sector Councils representing employers. They are designed using a consensus format endorsed by the Maldives Qualifications Authority (MQA) to maintain uniformity of approach and the consistency of content amongst occupations. This single format also simplifies benchmarking the NCS against relevant regional and international standards. NCS specify the standards of performance of a competent worker and the various contexts in which the work may take place. NCS also describes the knowledge, skills and attitudes required in a particular occupation. They provide explicit advice to assessors and employers regarding the knowledge, skills and attitudes to be demonstrated by the candidates seeking formal recognition for the competency acquired following training or through work experience. By sharing this information, all participants in the training process have the same understanding of the training required and the standard to be reached for certification. Certification also becomes portable and can be recognized by other employers and in other countries with similar standards.

NCS are the foundation for the implementation of the TVET system in Maldives. They ensure that all skills, regardless of where or how they were developed can be assessed and recognized. They also form the foundation for certifying skills in the Maldives National Qualification Framework (MNQF).

NCS are developed by the Technical and Vocational and Education Training Authority of Ministry of Higher Education. The NCS are endorsed by the Employment Sector Councils of the respective sectors and validated by the Maldives Qualification Authority.



Mohamed Hashim
Minister of State for Higher Education
TVET Authority



Ahmed Nisham
Director, Standard Development & Statistics
TVET Authority

TECHNICAL PANEL MEMBERS			
#	Name	Designation	Organization
01	Hussain Nishan	Engineer	Maldives Ports Limited
02	Mohamed Shaneez	Manager	Maldives Transport and Contracting Company
03	Ali Rameez	Assistant Manager	Maldives Airports Company Limited
04	Abdulla Iyad Mohamed	Senior Technical Officer	Housing Development Corporation
05	Abdul Razzaq Adam	Assistant Lecturer	Polytechnic

VERSION	DEVELOPER	DATE	STANDARD CODE
V1	Maldives Institute of Technology	29 th September 2020	TRNS03V1/20

EMPLOYMENT SECTOR COUNCILS

#	Name	Designation	Organization
01	Captain Adhil Rasheed	CEO	Maritime Academy of Maldives
02	Fathimath Nishar	Assistant Director	Ministry of Youth, Sports, and Community Empowerment
03	Ahmed Ifthikhar	Director	Ministry of Economic Development
04	Hussain Nazeer	Assistant Director	Maldives Transport Authority
05	Captain Ahmed Zubair	Lecturer	Centre for Maritime Maldives, Maldives National University
06	Ahmed Shahid	Port Captain	State Trading Organization (STO)
07	Abdulla Mohamed	Director Airworthiness	Maldives Civil Aviation Authority
08	Ahmed Haleem	Deputy Director	Maldives Transport Authority
09	Abdul Razzaq Adam	Assistant Lecturer	Maldives Polytechnic
10	Aishath Neesha Khaleel	Assistant General Manager	Maldives Ports Limited (MPL)
11	Ali Fathih	Transport Service Department Manager	Maldives Transport Contracting Company

National Occupational Standard has been endorsed by:

Captain Adhil Rasheed
Chairperson
Transport Employment Sector Council



Fathimath Nishar
Vice-Chairperson
Transport Employment Sector Council



Technical and Vocational Education and Training Authority
Ministry of Higher Education
Handhuvaree Hingun, M. World Dream
Male', Maldives

Date of Endorsement: 29th September 2020

Date of Revision: NA

Standard Development Process

Bus Operator occupations were profiled through a study of the occupation across Maldivian workplaces. Referred occupational profiling process led to the development of the Draft Occupational Standard.

Referred draft occupational standard is then submitted to a team of Technical Panel (TP) selected from the Maldivian workplaces to review the Bus Operators Standard. The members of the TP provided technical support by recommending changes to the Bus Operator Standard through incorporation of units of competencies and editing of the already included competency units. Purpose of this process was to develop a standard that reflects authentic work practices of Bus Operators across the Maldives. Technical Panel meetings continued in reviewing the Bus Operator Standard until the Final Draft is developed and agreed among all the participating members.

Final Draft of the Bus Operator Standard is then submitted to the Transport Sector Council (TSC) for endorsement and validation. A brief report on how the National Occupational Standard of Bus Operators was compiled is also presented to the TSC together with the standard. Council members ensured that the industry needs, including all the core and common competencies presented in the Bus Operator standard reflect the work practices of Bus Operator occupations across the Maldives. With further editing, Bus Operator Standard has been endorsed by the Council.

With the endorsement from the Transport Sector Council, final document of the National Occupational Standard of Bus Operator is submitted to Maldives Qualification Authority (MQA) for approval. With approval from MQA, the National Occupational Standard of Bus Operator is published on TVETA website, to be used by training providers in delivering Bus Operator Training programs across the Maldives.

Description of “Bus Operator Occupation”

Bus Operators play an important role in facilitating safe and enjoyable bus ride between selected destinations where bus services operate with more than 20 passengers anywhere across the Maldives. Through trained Bus Operators, all bus operator services will be streamlined with enhanced safety, security and standard services to the passengers whom avail bus services across the Maldives.

Referred standard is developed at a time when Bus Services are expanding with enhanced transport links across greater Malé and other areas of the Maldives. Increase of bus services lead to increasing employment opportunities for Maldivians to become Bus Operators.

Bus Operators use the roads and will comply with all the driving regulations of the Transport Authority of Maldives while driving their respective buses. In addition to compliance, services offered from buses will be standardized through enhanced skills training, for quality services to passengers using these bus services.

Job opportunities upon completion of “National Certificate-3 for Bus Operator”

Upon successful completion of the National certificate-3 in for Bus Operator, students can work in the following jobs.

1. *Bus operators for enterprises offering bus services across the Maldives*
2. *Bus operator for the tourism establishments for transportation of guests and employees.*
3. *Driver of bus and other passenger vehicles.*

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture (FNA) Information, Communication and Technology (ICT) Transport Sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU)
Competency Standard	S
Occupation with in an industry sector	Two digits 01-99
Unit	U
Common Competency	CR
Core Competency	CM
Optional / Elective Competency	OP
Assessment Resources Materials	A
Learning Resources Materials	L
Curricular	C
Qualification	Q1, Q2 etc.
MNQF level of qualification	L1, L2, L3, L4 etc.
Version Number	V1, V2 etc.
Year of Last Review of standard, qualification	By “/” followed by two digits responding to the year of last review, example /20 for the year 2020

1. Endorsement Application for Qualification 01		
2. NATIONAL CERTIFICATE III FOR BUS OPERATIONS		
3. Qualification code: TRNS03Q1L3V1/20		Total Number of Credits: 53
4. Purpose of the qualification This qualification describes the performance outcomes, skills and knowledge required to safely operate a bus with more than 20 passengers as categorized by the Maldives Transport Authority. Standard includes all the regulatory requirements including addition of competencies to ensure the bus services across the Maldives is standardized and streamlined for enhanced services.		
5. Regulations for the qualification		National Certificate III in Bus Operations will be awarded to those who are competent in units of 1+2+3+4+5+6+7+8+9+10+11
6. Schedule of Units		
Unit No	Unit Title	Code
Common Competencies		
01	Apply work ethics and professionalism	TRNCM02V1/20
02	Provide effective customer care	TRNCM05V2/20
03	Perform basic computer operations	TRNCM06V2/20
04	Perform effective workplace communication	TRNCM09V1/20
Core Competencies		
05	Operate and inspect engine and its systems	TRNS03CR05V1/20
06	Process financial transactions	TRNS03CR06V1/20
07	Perform driving of bus and obtain license	TRNS03CR07V1/20
08	Inspect and report failure of bus system	TRNS03CR08V1/20
09	Operate passenger bus	TRNS03CR09V1/20
10	Drive and obtain B1 and B2 vehicle license	TRNS03CR10V1/20
11	Comply to road rules and regulations	TRNS03CR11V1/20
7. Accreditation requirements		The training provider should place trainees in relevant industry or sector to provide the trainees the hands-on experience exposure related to this qualification.
8. Recommended sequencing of units		As appearing under the section 06

Units Details

#	Unit Title	Code	Level	No. of Credit	Credit Hours	Contact Hours
01	Apply work ethics and professionalism	TRNCM02V1/20	III	03	30	15
02	Provide effective customer care	TRNCM05V2/20	III	05	50	25
03	Perform basic computer operations	TRNCM06V2/20	III	03	30	15
04	Perform effective workplace communication	TRNCM09V1/20	III	05	50	25
05	Operate and inspect engine and its systems	TRNS03CR05V1/20	III	05	50	25
06	Process financial transactions	TRNS03CR06V1/20	III	05	50	25
07	Perform driving of bus and obtain license	TRNS03CR07V1/20	III	06	60	30
08	Inspect and report failure of bus system	TRNS03CR08V1/20	III	05	50	25
09	Operate passenger bus	TRNS03CR09V1/20	III	06	60	30
10	Drive and obtain B1 and B2 vehicle license	TRNS03CR10V1/20	III	06	60	30
11	Comply to road rules and regulations	TRNS03CR11V1/20	III	04	40	20
Total				53	530	265

Packaging of National Qualifications:

National Certificate III in Bus Operations will be awarded to those who are competent in units of 1+2+3+4+5+6+7+8+9+10+11

Qualification Code: TRNS03Q1L3V1/20

COMPETENCY BASED ASSESSMENT

The final assessment of the National Competency-Based Programmes conducted by the Maldives National Skills Development Authority (MNSDA) is a competency-based assessment.

The Competency-Based Assessment ensures that the students' performance meets the requirements specified in the National Competency Standards (NCS). This assessment approach is designed to verify that graduates are job-ready and meet established occupational competency requirements within their respective fields.

Eligibility for Final Assessment

To be eligible for the final Competency-Based Assessment, students must fulfil the following conditions:

- achieve a **minimum of 80%** attendance
- deemed competent in each of the units of the programme in the pre-assessment

Competency-Based Assessment Process

Upon submission of the Pre-assessment report by the training provider, MNSDA will check for all the necessary supporting documents and conduct Competency-Based Assessment through a National Assessor registered with MNSDA. It is important to note that any trainer involved in the training process is **not permitted** to conduct the assessment to maintain impartiality and integrity of the process.

The final Competency-Based Assessment conducted by MNSDA includes both:

- **Theory:** Evaluating students' knowledge and understanding of key theoretical aspects of the competency.
- **Practical:** Assessing hands-on skills and application of knowledge in real-world or simulated environments.

Once the assessment is completed, the National Assessor will send the Competency-Based Assessment Report to MNSDA.

Competency Status Requirement

For certification to be granted, the student must be officially declared "**Competent**" in each of the units of the programme by the National Assessor.

Conclusion

Competency-Based Assessment is a critical component in ensuring the quality and credibility of technical and vocational skills-based training. By adhering to the outlined procedure, MNSDA upholds the standards required to certify students who are fully prepared to meet industry demands.