



COURSE TITLE	TRANSPORT MALTA CUSTOMER CARE
COURSE AIM	This course is aimed at persons wishing to obtain the tag and licence to work as bus drivers of Public Service vehicles such as buses, mini-buses, etc. (Applications must be made through the Transport Malta.
COURSE CONTENTS	<ol style="list-style-type: none">1. Who is the customer?2. Quality of service & communication3. The importance of an efficient public transport service within the tourism industry4. What is a service?5. The driver and the Law<ol style="list-style-type: none">i. Highway Codeii. Motor Vehicles (Carriage of Passengers by Road Regulations Amended Act 2004)6. Meeting the demands of a safety schedule7. Alcohol, drugs and driving8. Motor vehicle technology9. Written test
DURATION	11 hours
SCHEDULE	Five times a week, evenings.
VENUE	At the ETC Training Complex in Hal Far.
FEE	A fee is payable to Transport Malta after verifying the amount due with the Authority. Applications are received also through the Transport Malta offices at Pieta'. A clean police conduct is also required. Part 1 registrants are to first go to ETC Training Complex for a letter to exempt them for payment.



CERTIFICATION

A Certificate will be issued solely after the participant attends all sessions and has passed the final test. Should a participant miss even one (1) session, s/he will not be permitted to sit for the final test. Certificates may be collected from the Transport Malta in Floriana, 2 weeks after the end of the course.