

**INSTITUTE OF TRANSPORT AND LOGISTICS STUDIES  
CERTIFICATE OF TRANSPORT MANAGEMENT  
16-19 July 2024**

<b>Day 1 – Tuesday 16 July</b>		
<i>From 8.30 am</i>	Registration	
9.00 – 9.15 am	1-1 Welcome and introduction	John Nelson, ITLS
9.15 – 9.45 am	1-2 Governance and the transport industry	John Nelson, ITLS
9.45 – 10.30 am	1-3 NSW Government policy on the bus and coach industry	Jessica Linsell, Director Mobility Policy, Transport for NSW
<i>10.30 – 11.00 am</i>	<i>Morning tea</i>	
11.00 – 12.45 pm	1-4 Industry environment	Matt Threlkeld, BusNSW
<i>12.45 – 1.30 pm</i>	<i>Lunch</i>	
1.30 – 2.15 pm	1-5 Working from Home and Remote Working: Towards the 'Next Normal': Implications for Public Transport	David Hensher, ITLS
2.15 – 3.00 pm	1-6 Community Transport as a public transport operation	Nicole O'Neill, Director, Outer Metropolitan and Community Transport, Transport for NSW & Tara Russell, CEO, Community Transport Organisation
3.00 – 3.30 pm	1-7 The digital environment and disruption	John Nelson, ITLS
<i>3.30 – 4.00 pm</i>	<i>Afternoon tea</i>	
4.00 – 5.00 pm	1-8 Panel Session – Public Transport: where next?	David Hensher (ITLS) (Chair), Donna Frith (Busways), Matt Threlkeld (BusNSW), Megan Sharkey (TfNSW)
<b>Day 2 – Wednesday 17 July</b>		
9.00 – 10.15 am	2-1 Knowing your costs	Geoffrey Clifton, ITLS
<i>10.15 – 10.45 am</i>	<i>Morning tea</i>	
10.45 – 12.00 pm	2-2 Business analysis	Geoffrey Clifton, ITLS
12.00 – 1.00 pm	2-3 Performance Management	Geoffrey Clifton, ITLS
<i>1.00 – 2.00 pm</i>	<i>Lunch</i>	
2.00 – 3.00 pm	2-4 Analysing risk in the business: The case of safety management systems and drug and alcohol management	Philip Whipp, BusNSW
<i>3.00 – 3.30 pm</i>	<i>Afternoon tea</i>	
3.30 – 4.30 pm	2-4 Analysing risk in the business: The case of safety management systems and drug and alcohol management (cont.)	Philip Whipp, BusNSW
4.30 – 5.00 pm	2-5 Assignments overview	John Nelson, ITLS
<i>5.00 – 6.30 pm</i>	<i>Drinks and Networking</i>	

Day 3 – Thursday 18 July		
9.00 – 10.15 am	3-1 Human resource management	Chris F. Wright, University of Sydney
<i>10.15 – 10.45 am</i>	<i>Morning tea</i>	
10.45 – 12.15 pm	3-2 Industrial relations	Ian MacDonald, Australian Public Transport Industrial Association (APTIA)
12.15 – 1.00 pm	3-3 Panel Session - HR management & IR in the bus industry	John Nelson (Chair), Chris F. Wright (University of Sydney), Ian MacDonald (APTIA), Tim Capelin (Piper Alderman)
<i>1.00 – 1.45 pm</i>	<i>Lunch</i>	
1.45 – 2.30 pm	3-4a Zero emission buses	David Hensher, ITLS
2.30 – 3.30 pm	3-4b Panel Session – Zero emission buses	David Hensher, ITLS (Chair), Mitch Peden (Volvo), John King (BusNSW), Neil Wang (Foton)
<i>3.30 – 4.00 pm</i>	<i>Afternoon Tea</i>	
4.00 – 5.00 pm	3-5 Marketing and passenger relations	Philip Whipp, BusNSW
Day 4 – Friday 19 July		
9.00 – 10.30 am	4-1 Network planning: Principles	John Nelson, ITLS
<i>10.30 – 11.00 am</i>	<i>Morning tea</i>	
11.00 – 12.00 pm	4-2 Network planning: NSW	Michael Lister, Busways
12.00 – 12.45 pm	4-3 Network planning: Practicalities	Michael Lister, Busways
<i>12.45 – 1.30 pm</i>	<i>Lunch</i>	
1.30 – 1.45 pm	4-4 Network planning: Practical exercise (Introduction)	John Nelson, ITLS
1.45 – 3.30 pm	4-4 Network planning: Practical exercise	Michael Lister, Busways & John Nelson, ITLS
<i>3.30 – 4.00 pm</i>	<i>Afternoon tea</i>	
4.00 – 5.00 pm	4-4 Network planning: Practical exercise (cont.)	Michael Lister, Busways & John Nelson, ITLS