THE UNIVERSITY OF SYDNEY

INSTITUTE OF TRANSPORT AND LOGISTICS STUDIES

CERTIFICATE OF TRANSPORT MANAGEMENT REFRESHER 09-11 JULY 2019 PROGRAM

Day 1 – Tuesday 9 July

From 8.30 am	Registration	
9.00 – 9.30 am	1-1 Welcome and introduction	Corinne Mulley, ITLS
9.30 – 10.00 am	1-2 Governance and the transport industry	John Nelson, ITLS
10.00 – 11.00 am	1-3 NSW Government policy on the bus and coach industry	Natalie Pelham, Transport for NSW
11.00 – 11.30 am	*Morning tea*	
11.30 – 1.00 pm	1-4 Industry environment	BusNSW
1.00 – 2.00 pm	*Lunch*	
2.00 – 2.30 pm	1-4 Industry environment (cont)	BusNSW
2.30 – 3.00 pm	1-5 Mobility as a Service	David Hensher, ITLS
3.00 – 3.30 pm	1-6 Community Transport as a public transport operation	Joan Janaway, Transport for NSW
3.30 – 4.00 pm	*Afternoon tea*	
4.00 – 5.00 pm	1-7 The digital environment and disruption	John Nelson, ITLS

Day 2 – Wednesday 10 July

9.00am – 10.00 am	2-1 Technology as a tool in the bus industry	Craig Dunn, Book My Bus
10.00 – 11.00 am	2-2 Business analysis	Corinne Mulley, ITLS
11.00 – 11.30 am	*Morning tea*	
11.30 – 1.00 pm	2-3 Knowing your costs	Corinne Mulley, ITLS
1.00 – 2.00 pm	*Lunch*	
2.00 – 2.45 pm	2-4 Performance management	Geoffrey Clifton, ITLS
2.45 – 3.30pm	2-5 Marketing and passenger relations	BusNSW
3.30 – 4.00 pm	*Afternoon tea*	
4.00- 5.15 pm	2-5 Marketing and passenger relations (cont)	BusNSW
5.15 – 6.00 pm	*Drinks and networking*	

Day 3 –Thursday 11 July

9.00 – 10.30 am	3-1 Human resource management	Chris F. Wright, University of Sydney
10.30 – 11.00 am	*Morning tea*	
11.00 – 1.00 pm	3-2 Industrial relations	Ian MacDonald, Australian Public Transport Industrial Association (APTIA)
1.00 – 2.00 pm	*Lunch*	
2.00 – 3.45 pm	3-3 Analysing risk in the business: The case of safety management systems and drug and alcohol management	BusNSW
3.45 – 4.15 pm	*Afternoon Tea*	