

D. Project Plan Summary & Scope

Project Summary

In response to the release of a Parliamentary Law Reform Committee Report, the minister for Transport commissioned an independent review relating to the operations, roles and responsibilities and functions of Authorised Officers (AOs) within the Metropolitan Public Transport System.

This review resulted in a Request for Tender (RFT) which was won by XYZ TRAINING COMPANY for the development of a training program focusing on developing skills around: Customer Relations, Communication and Working in a Culturally Diverse Culture.

The Course will be structured into 3 stages over a 3 month period:

1. Course Development
2. Production of Assessment Instruments
3. Maintenance of a nationally accredited course

Business Problem

Describe what business problem you will resolve with the successful implementation of this project. Cost savings etc.

The Ministry of Transport (MOT) has commissioned a review of responsibilities of Authorized Officers (AOs) and has agreed to adopt a competency-based approach for AO training. This review has arisen out of a Parliamentary Law Reform program.

This identified that there are gaps in the current skills of AOs which need to be addressed.

There is no standard training **program** for AOs.

- Cultural diversity awareness training for AOs
- Customer relationship training
- Communication skills