



# Passenger Assistant Training Scheme - PATS

## PATS

- > Is designed for anyone who has care or supervision of passengers travelling by road - in cars, taxis, minicabs or large buses
- > Is relevant to volunteers as well as paid staff
- > Covers legal, practical and safety issues - a comprehensive training package
- > Aims to improve passenger safety by providing the skills and information for passenger assistants to understand and meet the needs of their passengers
- > Has been developed jointly by Hampshire County Council and the Community Transport Association



**For information on related training administered by  
CTA see [cta.uk.org](http://cta.uk.org)**

**The contact point for PATS is:**

Community Transport Association,  
Highbank,  
Halton Street,  
Hyde,  
Cheshire SK14 2NY  
Tel: 0161 351 1475 Email: [info@cta.uk.org](mailto:info@cta.uk.org)



# PATS: Become a member

- > Access to PATS training is gained by your organisation becoming a PATS member
- > Membership is open to schools, voluntary organisations, healthcare providers, commercial transport companies, community transport operators and council departments
- > PATS training is firstly given to the person in your organisations who will be responsible for training your passenger assistants
- > This person, called a Passenger Assistant Trainer, then has the skills and information to train passenger assistants
- > PATS training is divided into different sections, called modules. These relate to different aspects of the work which passenger assistants usually do - some work only with children, others with adults who have disabilities, and so on
- > Before they are trained passenger assistants must have their training needs assessed, taking into account any training they have already had and the needs of the passengers they work with
- > Written material is available to support all training courses. A passenger assistant handbook is available to order from the CTA
- > As a PATS member your organisation must accept the certificates of passenger assistants who were trained by other PATS members as evidence of the training they have already received

## PATS Training - the different modules

### **These are the PATS modules:**

#### **Module A: The Role of the Passenger Assistant**

This is the 'foundation' module because it is a starting point for further training. It covers the role and responsibilities of a passenger assistant, including legal, practical and safety issues

#### **Module B1: Passenger Awareness and Assistance**

This module is intended for passenger assistants whose duties involve assisting passengers with disabilities, including wheelchair users but does not cover wheelchair users who travel in their wheelchairs. It contains information on professional etiquette, assisting passengers with walking difficulties, passengers who are blind or partially sighted, passengers who are deaf or hard of hearing and passengers who may use wheelchairs to get to the vehicle. The Module contains a practical skills assessment, which passenger assistants must pass in order to receive a certificate.

## Module B2: Assisting Passengers who travel in their Wheelchairs

This module is intended for passenger assistants whose duties include assisting passengers who travel in their wheelchairs. It looks at safe use of passenger lifts and wheelchair tie-down and occupant restraint systems (WTORS) and all the issues surrounding wheelchair user safety on vehicles. This module also contains a practical skills assessment, which passenger assistants must pass in order to receive a certificate. Passenger assistants must successfully complete Module B1 before undertaking this Module.

## Module C1: Supervising Children and Young People with Special Needs

This includes supervising children and young people with learning difficulties, autism, physical disabilities, sensory restrictions and emotional or behavioural difficulties



## Module C2: Working with Adults Who Require Care and Supervision

This includes adult passengers with learning difficulties, dementia, physical disabilities, sensory restrictions and people in mental or emotional distress

**These modules are all designed to be delivered by a Passenger Assistant Trainer.**

There are also two other 'specialist' PATS modules:

- > Module D Emergency Aid
- > Module E Manual Handling

Because of their specialised nature these modules cannot be delivered by your Passenger Assistant Trainer. They will be available through specialist training providers. Please contact the CTA for more information.

# Some questions answered

## **Q: Is PATS only for paid staff? What about volunteers?**

A: PATS is for paid staff and volunteers. Each organisation has a duty of care - to volunteers as well as paid staff. So PATS training is equally relevant to volunteers.

## **Q: Is PATS relevant for drivers too?**

A: Yes, especially if the driver also acts as passenger assistant, or where the driver and passenger assistant work together closely as a team.

## **Q: Can PATS modules be taken at different times?**

A: Yes. Module A is the foundation module, the starting point for further training. A passenger assistant can add other modules at any time. For example, if they currently work with children with special needs but their job changes to include older people with dementia they will need to add module C2 to their existing modules A, B and C1.

## **Q: Do all of our existing passenger assistants have to be retrained to PATS standards?**

A: This is recommended but is not a requirement of PATS membership. It is for your organisation to assess the training needs of your passenger assistants.

## **Q: If I recruit a passenger assistant who has already been PATS-trained by another organisation, do they need any further training?**

A: You must accept their PATS certificate as evidence of the training they have received. But they will need some local familiarisation as their duties, procedures, vehicles and equipment may be different from where they worked before.

## **Q: How much time will be involved for the Passenger Assistant Trainer?**

A: To become a Passenger Assistant Trainer will take 1½ days (for Module A only) or 3-4 days (Modules A, B1, B2, C1 and C2)

## **Q: How long will it take to train passenger assistants?**

A: For the Passenger Assistant Trainer to deliver the modules to passenger assistants will take at least:

- Module A: 3 hours
- Module B1: 2 hours
- Module B2: 3 hours
- Module C1: 1 hour 25 mins
- Module C2: 1 hour 25 mins

(These times exclude lunch and other breaks. Individual trainers may take longer depending on their personal style, practical demonstrations and the size of the group of passenger assistants they are training).

## **Q: How much will it cost?**

A: Current costs of courses are available by contacting the PATs Training Agents. Training Agents contact details can be found at:

<http://www.ctauk.org/training/pats-training-agencies.aspx>

## **Q: How does my organisation join the scheme?**

A: Please download, complete and return the PATS membership application form at <http://www.ctauk.org/training/pats.aspx>

## **Q: Why should my organisation choose PATS?**

A: PATS covers legal, practical and safety issues, presented in an easily understood form. It is a comprehensive training package, developed by experts in this field.