

INTRODUCING PATS

Welcome To PATS

PATS stands for Passenger Assistant Training Scheme. It has been developed out of MiDAS, the Minibus Driver Awareness Scheme. MiDAS is a nationally successful training programme developed in the early 1990s for minibus drivers. The aim of both PATS and MiDAS is to improve safety standards for people who need assistance, care and supervision on the move.

Much of the information about safety is common to both PATS and MiDAS. In the future, the two schemes will be developed side by side.

On receipt of your application, you should make your own arrangements for training. A list of training organisations is included for your information. This list is not exhaustive. You are welcome to attend any training organisation providing the course you undertake is accredited with MiDAS

WHO IS PATS For?

PATS has been developed for those people who undertake the role of passenger assistant. The people we are calling passenger assistants are sometimes called escorts, passenger carers, care assistants, chaperones or helpers, or have other similar job titles.

Some organisations make no distinction between drivers and passenger assistants. Passenger assistants may have driving duties and combined job titles such as driver/assistant or driver/carer. PATS is for anyone who has care or supervision of passengers when travelling by road, whether as a non-driving passenger assistant or as a driver/passenger assistant.

Passenger assistants work on various types of vehicles, depending on the needs of their passengers. The PATS programme is relevant for passenger assistants working in taxis, private hire vehicles, minibuses and large buses.

PATS is open to any organisation that employs, uses or supplies passenger assistants. Your organisation does not have to be a member of the MiDAS training scheme in order to use the Passenger Assistant Training Scheme. It is also open to any organisation that uses volunteers as passenger assistants. Any organisation signing up to PATS will commit itself to standards of good practice, and to ensuring that its passenger assistants are kept up to date with information and training.

How PATS Works for Passenger Assistants

PATS is a 'modular' training programme. That is, the training is delivered in separate sections called 'modules' which relate to different aspects of the work you may do. For example, some of you work only with children, others only with adults who have disabilities, and so on.

These modules cover:

- Module A : The role of the passenger assistant.
- Module B : Assisting passengers with disabilities.
- Module C1 : Supervising children and young people with special needs.
- Module C2 : Working with adults who require care and supervision.

Everyone who is trained under PATS should attend Module A. This is a foundation module for all passenger assistants. You are also likely to be asked to attend one or more of the other modules. The modules you attend will depend on the needs of the people you work with.

In addition to the above modules, you may also receive training on a number of specialist topics. These include:

- Module D : Emergency Aid.
- Module E : Manual handling.
- Module F : Safely managing challenging behaviour.

PATS Objectives

The objectives of PATS are that passenger assistants will:

- be aware of the legal, practical and safety issues surrounding the passenger assistant role;
- be given help where necessary to improve their skills;
- receive training in how to meet the specific needs of their passenger groups;
- be assessed to ensure their skills are of an acceptable standard;
- receive a certificate which is accepted by other PATS members throughout the country.

The Benefits of PATS

PATS will help passenger assistants:

- improve their own and their passengers' safety;
- help to improve their passengers' comforts;
- meet their legal and contractual responsibilities;
- understand and meet the needs of their passengers;
- develop additional skills and a wider knowledge of their work;
- increase their confidence at work and reduce any stress involved;
- enhance the image of their organisation;
- gain formal accreditation for the work they do.

PATS Certificates

All passenger assistants who attend and satisfactorily complete training under PATS gain a certificate. Certificates show which parts of the PATS training you have completed. As it takes a while for certificates to be issued you will be provided with a confirmation slip when you attend. Please arrange for this to be shown to the Licensing Office once you have completed your training.

For further information please refer to the Community Transport Association Website www.ctauk.org/training/pats-training-agencies.aspx

Most of the Training Agents will do courses in all areas of the UK. Please contact the Agencies directly for details of course dates and costs.

13/Fifty Driver Development

Cambridge

Tel: 01638 610522

Web: www.13-50.co.uk

Email: training@13-50.co.uk

Contact: Terry Cook / Ian Davis

Note: These training agencies are taken from the Community Transport Association website (www.ctauk.org) in April 2012.

You may wish to revisit this website to ensure that you have the most up to date information.

Advanced Training Services

Dalbeattie

Tel: 01556 620185

Fax: 01556 620186

Web: www.advancedtrainingservices.co.uk

Email: rogerd@postmaster.co.uk

Contact: Roger Denman

AJS Training

Leicester

Tel: 0116 277 5242

Email: stanley520@btinternet.com

Web: www.ajstraining.com

Contact: Tony Stanley

Barnsley DaR & CT

Barnsley

Tel: 01226 298675

Email: info@barnsleydialaride-ct.org

Contact: John McMillan

Community Transport Newcastle

Newcastle

Tel: 0191 265 6433

Fax: 0191 276 5042

Email: Newcastleeast@communitytransport.org

Contact: Kevin McCabe

Croydon Accessible Transport

Croydon

Tel: 020 8665 0861

Email: robmacchi@btinternet.com

Contact: Rob Macchi

Happy Hour School of Motoring

Glasgow

Tel: 0141 579 0070

Email: info@happy-hour.uk.com

Contact: Rosemary Farrell

Karen Gibson Training Ltd

West Yorkshire

Tel: 01484 680951

Fax: 01484 680952

Email: KGIBSONDTS@aol.com

Contact: Karen Gibson

Lancashire County Council (Engineering)

Preston

Tel: 01772 532308

Fax: 01772 628477

Email: harry.best@lancashire.gov.uk

Contact: Harry Best

Lothian Community Transport Services

Edinburgh

Tel: 0131 669 9959

Web: www.lcts.org.uk

Email: Kenny@LCTS.org.uk

Contact: Kenny Duncan

On Site Training Company

Lancaster

Tel: 015242 63363

Web: www.onsitetrainingcompany.co.uk

Email: enquiries@onsitetrainingcompany.co.uk

Contact: John Lloyd

PAVO

Llandrindod Wells Powys

Tel: 01597 829235

Web: www.pavo.org.uk

Email: Michael.entwisle@pavo.org.uk

Contact: Mike Entwisle

P&R Training

London/ Surrey

Tel: 0208 3973645

Mob: 07825778089

Email: peterbiddle@blueyonder.co.uk

Contact: Peter Biddle

Walsall Metropolitan Borough Council

Walsall

Tel: 01922 654262

Fax: 01543 379793

Email: lloydsu@walsall.gov.uk

Contact: Sue Lloyd

West Cork Rural Transport

Eire

Tel: 003532752727

Email: david@ruraltransport.ie

David O'Brien

Chalkwell Park Motors

7-9 Lansdowne Avenue

Leigh on Sea

Essex

SS9 1LJ

Tel: 07739 320050 or 01702 477777 (Wendy Clarke)

Email: wendy@chkpkmtrs.demon.co.uk

Gill Clegg

Training Professionals

Essex and Suffolk

Tel: 08450 948812

Mobile: 07838198062

Email: gill@trainingprofessionals.co.uk

Taxi Training and Technology

Contact Richard Robinson

Tel: 07850453117

Email: dickrobinson51@yahoo.com.uk