

PASSENGER ASSISTANT TRAINING (PATS)

PATS (Passenger Assistance Training Scheme) is designed for anyone who has care or supervision of passengers travelling by road – in minibuses, cars, taxis or large buses.

Passenger assistants/escorts may be a paid employee or a volunteer. In some cases the driver may also act as the passenger assistant.

The role of the passenger assistant is very important and PATS will help to improve skills and give confidence when dealing with different situations involving supervision and welfare of passengers.

PATS training modules.

The training is delivered in separate modules which allow passenger assistants to choose the training relevant to the duties they will be undertaking. For example, some passenger assistants work only with children, others only with adults who have disabilities and so on.

If duties change in the future the relevant module can be taken to update skills and information.

❑ **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 & assistance**

❑ **Module B2: Assisting passengers who travel in a wheelchair**

This module includes boarding and alighting from vehicles and safety information concerning wheelchair users. It is very similar to the relevant part of MIDAS training available to drivers.

❑ **Module C1: Supervising children and young people with special needs**

This includes supervising children and young people with learning difficulties, autism, physical disabilities, sensory restriction 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.

There are also 3 other PATS modules:

These focus more closely on particular skills you may need in your job. These courses are run by specialist trainers.

❑ **Module D Emergency Aid**

❑ **Module E Manual Handling**

❑ **Module F Safely Managing Challenging Behaviour.**

You will be asked to complete a short multiple choice assessment at the end of each course. When you have successfully completed this you will receive a certificate.

**For further information and to book training please ring the office on
020 8813 3210.**