

# Coach Driver Training Practical Support

Train the Trainer  
Bus and Coach Modules



# Coach Driver Training

## Practical Support

This module is specifically for briefing **coach drivers** on their responsibilities in relation to passengers with disabled people and people with reduced mobility (PRMs). It is designed to be used as a standalone module, but delivery can be informed by a range of other modules, such as the core module **What is Disability?**, to demonstrate the breadth of the term and number of people affected, and the bus and coach module **Rights and Duties**. If you can, show or share the short animated videos, which carry memorable messages about supporting disabled passengers and PRMs.

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Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 70–115 minutes.

# Learning Objectives

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Briefing coach drivers on their responsibilities in relation to disabled passengers

# Guidance to Accompany Slides

# Focus on Barriers

**Suggested timings:** 5–10 minutes

**Purpose:** To **promote understanding of disability** as an important issue for coach travel.

Explore the idea that the environment, attitudes and support that disabled passengers experience are crucial to whether they can travel and how safe they feel.

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**Use some of the material from the core module What is Disability? presentation to explore the following:**

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- How common particular impairments and health conditions are

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- The positive effect helpful drivers and accessible vehicles can have on passengers' experiences

# Picking Up Passengers

**Suggested timings:** 5–10 minutes

**Purpose:** To ensure that drivers understand that **they need to look out** for people who may have difficulty boarding a coach, be in pain or be slow to get on or move to their seat.

Ask delegates to consider the impact that poor service might have on passengers. For example, being left at a coach stop, or having a driver ignore them, or make them feel they are an inconvenience.

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## Driving

**Suggested timings:** 10 minutes

**Purpose:** To **promote understanding** of how poor driving can make people uncomfortable or unsafe.

Ask people to describe their driving style and what they would do if they needed to make up time on a route.

# Being Dementia Friendly

**Suggested timings:** 10 minutes

**Purpose:** To **encourage drivers to share any knowledge** they have about dementia and to consider how they can respond to any issues that may arise.

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## Top 10 Tips

**Suggested timings:** 10 minutes

**Purpose:** To **ensure that drivers are focused on what they can do** to make a difference to disabled passengers.

Talk through each tip and ask drivers to talk about their own experiences. What do they already do, what could they do more of?

# Short Films

## ‘Welcome aboard’

**At this point in the briefing you could supplement the presentation with the following video content:**

5-25 minutes

**Purpose:** To provide audio-visual content to influence driver behaviours.

[www.networkwestmidlands.com/information-for/  
transport-accessibility/disability-awareness-dvd/](http://www.networkwestmidlands.com/information-for/transport-accessibility/disability-awareness-dvd/)

These films from Network West Midlands about a range of different impairments and health conditions can help to promote understanding of disability and guide driver behaviours.



# Role Play

**Suggested timings:** 10 minutes

**Purpose:** To encourage drivers to empathise with the challenges disabled passengers may face and to practice positive behaviours.

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## Your Role

**Suggested timings:** 10 minutes

**Purpose:** To provide clear guidance on practical actions that underpin equality for disabled passengers.

**Use the discussion questions to guide conversations about:**

- .....
- Changes that drivers will make following the training
- .....
- Where to get further advice

# REAL

**Suggested timings:** 5–20 minutes

**Purpose:** Depending on the time available, use this slide to **summarise key messages**, and remind people about the Respect, Empathise, Ask, Listen theme of the training.

You can use the train the trainer notes on REAL here and/or in other sections of the training.



REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

**REAL** Passenger **REAL** Person



Department  
for Transport