



# Understanding Travel Challenges and Solutions

Train the Trainer  
Bus and Coach Modules

# Understanding Travel Challenges and Solutions

This module is for anyone who works in the bus and coach industry, to support them to provide an accessible and inclusive service to disabled people and people with reduced mobility (PRMs). It can be used as a standalone module or with others, and 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 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.

.....  
Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 25–50 minutes.

# Learning Objectives

- 1 Providing staff with an understanding of the experiences of disabled people and PRMs
- 2 Providing practical, accessible and inclusive support to disabled passengers and PRMs

# Guidance to Accompany Slides

# Travel Challenges

**Suggested timings:** 5–10 minutes

**Purpose:** To remind delegates that PRMs form a large proportion of the travelling public and their experiences are important.

Encourage discussion, for the whole group or in pairs first, of knowledge and professional experience of disability.

.....  
Work through the various pieces of research and ask people to comment on how things could improve.

.....

# Trailblazers' Research on Common Issues

**Suggested timings:** 5–10 minutes

**Purpose:** Provide insight into the barriers disabled passengers can face.

Encourage discussion about whether anyone will admit to acting in this way, what the impact of these behaviours is, and what could change.

# Assistance Schemes

**Suggested timings:** 10 minutes

**Purpose:** To **explore understanding of assistance schemes** and to develop insight into how these work and why they are important.

.....

## 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