

Bus Driver Training Practical Support

Train the Trainer
Bus and Coach Modules



Bus Driver Training

Practical Support

This module is specifically for briefing **bus drivers** on their responsibilities in relation to 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 bus 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 bus 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 bus, 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 bus 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/

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:

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- Changes that drivers will make following the training
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- 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