



**SKILLS
TRAINING
CENTRE**

Community Transport

City & Guilds
Approved Centre

**HIGHWAYS
& CONSTRUCTION**
TRAINING ASSOCIATION

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DRIVER TRAINING ASSOCIATION

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INTRODUCTION

We provide a range of training courses that have been specifically designed for Local Authority and Private Sector staff who are required to transport both able bodied and those with disabilities in minibuses; coaches; and taxis.

Some of the courses can be taken as stand-a-lone training programmes or they can be provided as part of the City & Guilds 6033 – Community Care Transport Vocational Qualification. Other courses are not part of the City & Guilds scheme.

The City & Guilds qualification is intended to fulfil the needs of Drivers and Escorts working in Community Transport. It is designed to be responsive, flexible and at the same time comprehensive and thorough enough to ensure that legislatively minimum requirements are adhered to.

Five units have been developed that cover the core areas of operation:

Unit 201 – Health & Safety

Unit 204 – Securing Passengers & Wheelchairs

Unit 202 – Checking the Vehicle

Unit 205 – Emergency Evacuation

Unit 203 – Operating & Checking the Tail Lift

Other courses that can be provided but which are not part of the City & Guilds qualification are as follows:

- ▶ Passenger Safety
- ▶ Autism Awareness
- ▶ ADHD/EBD Awareness
- ▶ Epilepsy Awareness and Rectal Diazepam/Buccal Midazolam
- ▶ Customer Care
- ▶ Emergency First Aid at Work
- ▶ Manual Handling People
- ▶ Paediatric First Aid

BASIS OF THE TRAINING/CITY & GUILDS QUALIFICATIONS

To provide a system to train and/or assess the competence and safety of Driver and Escort personnel. The training and/or assessments are intended to be flexible enough to cater for all methods of operation and the wide range of different vehicles/equipment in use.

The training and/or City & Guilds assessments enable managers/employers in Community Transport to satisfy the following Health & Safety obligations:

- 1** Ensure employees are provided with adequate Health and Safety training
(Management of Health and Safety at Work Regs.)
- 2** Ensure that all persons who use work equipment have received adequate training
(Provision and Use of Work Equipment Regs.)
- 3** When providing PPE to ensure that the employee is provided with adequate information, instruction and training regarding the risks that the PPE will avoid.
(Personal Protective Equipment Regs.)
- 4** To undertake a manual handling assessment and carry out effective training.
(Manual Handling of Objects Regs.)
- 5** To assess risks created by substances hazardous to health and to provide information, instruction and training for persons exposed to such substances

If the City & Guilds option is taken, the qualification also provides management with a formally assessed and recorded way of achieving these requirements.

COMMUNITY TRANSPORT COURSES

Subject	Duration	Page no.
ADHD/EBD	1 Day	3
Autism Awareness	1 Day	4
Checking the Vehicle	1/2 Day	4
Customer Care	1/2–1 Day	4
Emergency Evacuation	1/2 Day	5
Emergency First Aid at Work	1 Day	5
Epilepsy Awareness and Rectal Diazepam/Buccal Midazolam	1/2–1 Day	5
Health & Safety Awareness	1/2–1 Day	6
Manual Handling People	1 Day	6
Operating and Checking the Tail Lift	1/2 Day	6
Passenger Safety	1 Day	7
Paediatric First Aid	2 Days	7
Securing Passengers and Wheelchairs	1 Day	8

ADHD/EBD : 1 DAY

AIMS

- ▶ To provide staff with information about ADHD and EBD
- ▶ To provide staff with techniques for managing these types of behaviour
- ▶ To provide staff with information about when Physical Force can be used and levels of Physical Intervention that can be acceptable.

COURSE CONTENT

- ▶ What is Challenging Behaviour
- ▶ Links between Challenging Behaviour and ADHD
- ▶ Comorbidity (ADHD and other behaviours & problems)
- ▶ How is ADHD & other Behaviour Difficulties Managed & Treated?
- ▶ Section 550A of the Education Act 1996
- ▶ An example Local Authority Policy on Physical Intervention with Children and Young People

AUTISM AWARENESS : 1 DAY

AIM

To provide delegates with a better understanding of how Autism affects a child's behaviour and practical guidance on how to appropriately deal with this.

COURSE CONTENT

- ▶ What Is Autism?
 - Triad of impairments
 - Characteristics of Autism
 - How children with Autism learn, behave and communicate
- ▶ The Legal Aspects of Restraint:
 - How far can escorts go?
 - 1989 Children's Act
 - The government's broad guidelines
 - Who authorises restraint?
- ▶ Methods of working with challenging behaviour:
 - Communication and Autism – the most effective way to communicate
 - Individualised strategies and risk assessments for each child

CHECKING THE VEHICLE : 1/2 DAY

AIMS

- ▶ To be aware of Legal Requirements and correct Vehicle Operating Procedures
- ▶ To be able to identify Vehicle defects
- ▶ To be aware of Safe Working Practices

COURSE CONTENT

- ▶ Preparing the vehicle for use
- ▶ Carrying out the required safety checks
- ▶ Identifying any equipment being used
- ▶ Checking the equipment for defects
- ▶ Reporting any defects correctly
- ▶ Carry out the required end of shift routine

CUSTOMER CARE : 1/2 –1 DAY

AIMS

- ▶ Provide delegates with an opportunity to think about and discuss their role in front line
- ▶ Customer Care
- ▶ Control reactions and reduce panic
- ▶ Assess the level of danger
- ▶ Avoid provocative and victim behaviour
- ▶ Handle aggressive or violent behaviour, threats and intimidation

COURSE CONTENT

- ▶ Why Customer Care?
- ▶ Why is your employer interested?
- ▶ Improving Customer Care
- ▶ The build up to an aggressive or violent situation
- ▶ The event happens
- ▶ Choices and possibilities for action
- ▶ The aftermath - psychological and emotional
- ▶ Stress awareness

EMERGENCY EVACUATION : 1/2 DAY

AIM

To give delegates an awareness of the hazards associated with fire on a community care transport vehicle.

COURSE CONTENT

- ▶ Risk of Fire
- ▶ Dangers to passengers from fire in a vehicle
- ▶ Elements and causes of fire
- ▶ The Six golden rules
- ▶ Practical exercises

EMERGENCY FIRST AID AT WORK : 1 DAY

AIM

To enable delegates on successful completion of the course to act as a first aider in the workplace as part of their role as a Community Transport Driver or Escort.

This course is ideal for smaller/lower risk environments that present few health and safety risks where a nominated person is required to take charge in the event of illness or accident.

COURSE CONTENT

- ▶ Role of the First Aider
- ▶ Introduction to First Aid
- ▶ The Unconscious Breathing Casualty
- ▶ Resuscitation
- ▶ Choking
- ▶ Circulation Theory
- ▶ Shock
- ▶ Wounds & Bleeding
- ▶ Minor Burns and Scalds

EPILEPSY AWARENESS AND RECTAL DIAZIPAM/BUCCAL MIDAZOLAM : 1/2 –1 DAY

AIM

To enable carers and professionals to have knowledge and a general understanding of epilepsy and status epilepticus.

To provide carers with the practical skills to administer rectal diazepam or Buccal Midazolam in a safe manner.

COURSE CONTENT

- ▶ Provide an awareness of the Policy relating to the administration of rectal diazepam and Buccal Midazolam
- ▶ Understand the precipitating factors, observable features of a seizure and its stages
- ▶ Demonstrate the safe and appropriate management for a person, before, during and after a seizure
- ▶ Identify the indications and describe the procedure for the administration of rectal diazepam and Buccal Midazolam
- ▶ Demonstrate knowledge of when to administer rectal diazepam and Buccal Midazolam, for status epilepticus



HEALTH & SAFETY AWARENESS : 1/2 –1 DAY

AIMS

- ▶ To give delegates an awareness of the hazards associated with community care transport
- ▶ To give delegates safety training input to enable delegates to go forward for Unit 001 Assessment

COURSE CONTENT

- ▶ Health & Safety Legislation
- ▶ Duty of care
- ▶ Provision and Use of Work Equipment Regulations
- ▶ Manual Handling Regulations
- ▶ Risk Assessments
- ▶ Road Traffic Act
- ▶ Construction and Use Regulations
- ▶ Seatbelts
- ▶ Codes of Practice
- ▶ Safe working procedures
- ▶ Departmental requirements and guidelines

MANUAL HANDLING PEOPLE : 1 DAY

AIM

To reduce the risk of injury to escorts, drivers and passengers when using passenger transport and to improve the awareness of hazards.

COURSE CONTENT

- ▶ Assess the risk while manual handling passengers in a transport scenario
- ▶ Assisting a walking passenger
- ▶ Assisting passengers up and down steps on a minibus
- ▶ Assisting passengers with walking aids on and off a tail-lift
- ▶ Assisting a passenger from a wheelchair onto a coach seat
- ▶ Assisting passengers with wheelchairs on and off a minibus and manoeuvre up and down kerbs and slopes

OPERATING & CHECKING THE TAIL LIFT : 1/2 DAY

AIM

To reduce the risk of injury to escorts, drivers and passengers when using a tail lift.

COURSE CONTENT

- ▶ Checking a tail lift before operation
- ▶ Correct Health and Safety and Manual Handling procedures
- ▶ Correctly Operating a tail lift by lifting and lowering a lift with passengers and wheelchairs
- ▶ Operating a tail lift if there is a power failure

PASSENGER SAFETY : 1 DAY

AIM

To give delegates an awareness of the hazards associated with mini bus transport, the hazards associated with fire on a minibus and the requirements for safe boarding of passengers.

COURSE CONTENT

- ▶ Health & Safety at Work Act
- ▶ Duty of care
- ▶ Manual Handling Regulations
- ▶ Risk assessments
- ▶ Road Traffic Act (Construction and Use Regulations)
- ▶ Risk of Fire
- ▶ Dangers to passengers from fire in a vehicle
- ▶ Elements and causes of fire
- ▶ Practical exercises
- ▶ Checking the vehicle
- ▶ Passenger Restraints
- ▶ Codes of Practice
- ▶ Safe working procedures
- ▶ Departmental requirements and guidelines

PAEDIATRIC FIRST AID : 2 DAYS

AIM

To empower delegates with the skills, knowledge and confidence to cope with an emergency involving a child or baby whilst in their care.

This course is appropriate for all those who work with younger children & babies.

COURSE CONTENT

- ▶ Plan and manage an incident involving a child or baby in their care taking into consideration their own and the child's safety
- ▶ Assess a child or a baby's condition and enlist appropriate professional aid as necessary
- ▶ Place an unconscious child or baby in an appropriate position (usually recovery position) to maintain an open airway and effective breathing
- ▶ Maintain a child or baby's basic life support (CPR/EAR) until help arrives or they become exhausted
- ▶ Recognise and give first aid treatment to a child/baby with a wide range of symptoms
- ▶ Recognise emergency or sudden illnesses including the suspicion of Meningitis/Measles/etc
- ▶ Record and report all incidents/ accidents or sudden illness to the appropriate person
- ▶ List and maintain the contents of a first aid kit appropriate to looking after children and babies
- ▶ Explain hygiene precautions when dealing with a child or baby's body fluid

SECURING PASSENGERS & WHEELCHAIRS : 1 DAY

AIM

To give delegates an awareness of the requirements for safe boarding of community care transport passengers.

COURSE CONTENT

- ▶ Introduction
- ▶ The need to restrain wheelchairs and passengers
- ▶ Wheelchair Restraints
 - Quicklok/doublelok
 - Four point webbing karabiner
 - Four point webbing tongue and buckle
 - Rearlok
 - Double inertia reel
 - Split reel double inertia reel
 - 2 point static full harness
- ▶ Passenger restraints
 - Double inertia reel
 - Split reel double inertia reel
 - 2 point static full harness
- ▶ Transport a wheelchair on the tail lift
- ▶ Other products
- ▶ A wheelchair passport system

WHAT TO DO NEXT

If you would like more information about Community Transport Training and/or Assessment, please contact Tim Bottoms or Karen Thompson at the address shown below.

If you would like further information about any Skills based Health & Safety training, please do not hesitate to contact us. We are happy to show you round the training facility and show you what people have had to say about the training & assessment we provide.

