

# Passenger Assistance Training Scheme (PATS)

## Frequently Asked Questions

### **Q. What is PATS?**

**A.** PATS is the passenger assistant training scheme and is administered by the Community Transport Association (CTA). The scheme provides a nationally recognised standard for training people whose role it is to provide care and assistance to passengers travelling by road.

PATS is a membership based scheme that has been designed to improve passenger safety by providing the skills and information for passenger assistants to understand and meet the needs of their passengers.

### **Q. Who is PATS aimed at?**

**A.** PATS is applicable to any organisation operating or using minibuses, it will usually be organisations that use an accessible minibus. Members range from small voluntary organisations operating one vehicle, to local authorities operating large fleets of minibuses as well as schools, colleges and universities.

### **Q. How does PATS work?**

**A.** PATS operates on a “cascade” approach. The CTA has appointed a number of training agents, who provide training for passenger assistant trainers (PAT’s) nominated from member organisations.

A PAT can then assess the competence of passenger assistants, and provide them with training on how to safely use accessible equipment and care for the needs of their passengers.

### **Q. How long will my PATS certificate last for?**

**A.** A passenger assistant trainer’s certificate lasts for four years after which you will need to attend a refresher course. A passenger assistant’s certificate also lasts for four years after which you will need to attend a refresher course.

### **Q. Do I need to be register with PATS?**

**A.** PATS is a membership scheme where every organisation who interacts with the training programme, regardless of which point in the cascade, needs to become PATS registered.

PATS registration is free and you only need to fill out a short form online to be issued with a PATS registration number.

As part of the PATS registration process an organisation agrees to sign up to the PATS commitment which includes will ensure your passenger assistants receive PATS training. You should also recognise the PATS certificates of passenger assistants from other PATS registered organizations.

### **Q. Where can I find further information about PATS?**

**A.** Visit the Community Transport Association website at <https://ctauk.org/training/pats/>