





Houston Green Photography

CTA's Kellie Armstrong launching the 2007 MiDAS Driver of Year competition with Rural Liff's Manager Anita Flannigan and 2006 winner Roland Livingstone.

The Community Transport Association (CTA) is a rapidly growing national charity giving voice and providing leadership, learning and enterprise support to member organisations across the third sector which are delivering innovative and flexible transport solutions to achieve social change.

The CTA promotes excellence through providing training, publications, advice, events and project support on voluntary, community and accessible transport.

Voluntary and community transport exists to meet the travel and social needs of people to whom these would otherwise be denied, providing accessible and affordable transport to achieve inclusion.

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Saintfield Road
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BT8 8BH

Tel: 028 9040 3535
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Email: kellie@ctauk.org

Book all courses and events online
www.communitytransport-ni.com



**Community
Transport
Association**

To book

To book any of the training or events listed in this brochure, go to:

www.communitytransport-ni.com/events

or use the booking form at the back of this booklet.

For further enquiries about any of the training, venues or events listed please contact CTA NI (contact details listed above).

Please note

All event / training costs are quoted exclusive of VAT.

A discount of 10% is available for all Rural Community Transport Partnerships funded by the Rural Transport Fund. This publication is supported by the Rural Transport Fund.

CTA Membership

Are you a member of CTA UK?

Benefits of membership include:

- An extensive training programme tailored to the needs of voluntary and community transport operators
- Cheaper insurance premiums for minibus operators through our unique CTA insurance scheme
- A free advice and information service offering expert advice on legal, technical and operational queries
- A free subscription to our newly relaunched magazine, the CTA Journal
- Reduced rates for entry to the UK Community Transport Conference, the most important event in the community transport calendar
- Significant discounts on the purchase of vehicles through the CTA's vehicle purchase scheme
- Discounts on the CTA's extensive selection of publications

Cost

A rate

Individuals, unfunded community transport and other voluntary organisations £70.00

B rate

Funded community transport, profit making and commercial organisations £150.00

CTA Journal subscription £48

Membership forms can be downloaded from www.ctauk.org.



Community Transport Association of Ireland

The Community Transport Association of Ireland (CTAI) is an independent association of community and voluntary groups within the growing community transport sector in the Republic of Ireland.

CTAI manages the Community Transport Advice & Information Service (CTAIS) as a joint project with the Community Transport Association UK. CTAIS is part-financed by the European Union through the Interreg IIIA Programme managed for the Special EU Programmes Body by the Irish Central Border Area Network (ICBAN) Partnership.

CTAI also manages the Community Transport Training Network with funding received from The Wheel under the Training Links Programme funded by the Department of Enterprise, Trade & Employment. This provides training to CTAI members and to seven of the Rural Community Transport Partnerships in Northern Ireland until June 2007.

CTAI undertakes research and consultancy on local passenger transport. For example, CTAI, in partnership with CTA UK and members of the Cross Border CT Forum, is carrying out a research study into the potential for cross border local bus services, from January to June 2007. This research study is also funded by the European Union INTERREG IIIA Programme with match funding from the Department of Transport (RoI) and the Department for Regional Development (NI). Community Transport Association of Ireland Ltd, Stradone Community Centre, Stradone, Co. Cavan.

Tel/fax: 00353 49 4323849

Email: advice@communitytransport.ie



CTA NI Modernisation Programme

CTA NI will be working with the Department for Regional Development to implement a modernisation programme for voluntary and community transport operators throughout 2007/ 2008. This work plan will be placed within the context of the Review of Public Administration and Positive Steps.

The Modernisation Programme will promote best practice, facilitate expert advice and explore various business models for implementing a process of change. Further information about the Programme will be available later in the year.

16 – 18 MAY

The Community Transport Association at the Balmoral Show

CTA NI in conjunction with DRD's Rural Transport Fund is exhibiting at the Royal Ulster Agricultural Society Balmoral Show at the Kings Hall, Belfast.

Come along to stand F8 for information about CTA NI and local rural community transport services.

Time: 09.00 – 20.00 daily

Venue: Kings Hall, Belfast

Cost: Entrance fee to Balmoral Show

30 MAY

Community Transport Training Day

Registration: 09.30

Venue: Cavan Crystal Hotel, Cavan

Cost: £35 per person CTTN members

£50 per person CTA members

£70 per person non members

All refreshments will be provided

Booking details: Contact CTAI

Tel/fax: 00353 49 4323849

Email: advice@communitytransport.ie

Governance Training **NEW**

This course is a necessity for all those on Management Committees or who are directors of community transport organisations. The course will cover topics such as roles and responsibilities, legal issues, management of staff and resources such as vehicles.

Time: 10.00 – 13.00

Risk Management DAY ONE OF TWO DAY COURSE (DAY TWO SEE 20 JUNE) **NEW**

This course provides an effective tool to develop effective risk procedures and policies for community transport operators. The course will include an outline of risk assessment procedures and administration, child and vulnerable adult protection policies, health and safety at work.

Time: 10.00 – 16.30

Minibus Emergency Evacuation Procedures

Full-day course for drivers and passenger assistants. Use of a smoke machine will create a simulated experience of fire in a vehicle. Learn all the practical skills and tips required in an emergency situation. *Please note that this session is dependent on a minimum number of attendees.*

Time: 10.00 – 16.30

Manual Handling

This half-day course will train delegates about safe Manual Handling techniques, health and safety at work and risk assessment procedures. This course is particularly suitable for accessible community transport operators.

Time: 14.00 – 16.30

Also in May: MiDAS Driver of the Year Heat. Contact CTA NI for details.

Easilift of Strabane provides after-school transport with MiDAS trained drivers



1-7 JUNE

Community Transport Volunteer Week

In conjunction with the Volunteer Development Agency, CTA NI is running a series of volunteering information sessions across Northern Ireland. To find out where each session is taking place or what opportunities are available call: 0845 650 1190 to be connected to your local community transport operator.

Venue: Various across NI

Cost: FREE

All refreshments will be provided

Booking details: Contact CTA NI

6 JUNE

Getting Your Message Across TWO DAY COURSE – DAY ONE (DAY TWO SEE 18 JULY) **NEW**

Essential marketing training for all operators of community transport services and community or voluntary groups. This course will concentrate on definition of target audience, marketing tools, accessible communications, monitoring outcomes, and setting marketing budgets. You will learn the effectiveness of marketing on a low budget. A must for anyone who provides strategic marketing and promotion for community transport and other community or voluntary groups, including managers, senior administrators, management committee members or directors and funding bodies.

Time: 10.00 – 16.00

Venue: Dungannon Community Transport

Cost: £200 per person for two days

£120 per person for one day

All refreshments will be provided

Booking details: Contact CTA NI

12 JUNE

Best Practice Financial Management

The importance of financial management grows daily. This all day training session will cover specific finance practices in relation to operating a community transport organisation. Come along for specific examples and tools to achieve best financial management. Course suited for managers and treasurers.

Time: 10.00 – 16.00

Venue: Cookstown Rural Community Transport

Cost: £60 per person

All refreshments will be provided

Booking details: Contact CTA NI

20 JUNE

Risk Management DAY TWO OF TWO DAY COURSE

Following from day one (30 May) this second day will concentrate on operational risks, staff awareness and training, reducing risks, legal requirements and effective risk management.

Time: 10.00 – 16.00

Venue: Armagh Community Transport

Cost: £100 per person for both days*

£50 per person for one day*

All refreshments will be provided

Booking details: Contact CTA NI

No additional discount available for CTA NI members

22 JUNE

Passenger Assistant Training

Half-day course for drivers and passenger assistants. Course includes the role of the passenger assistant, helping passengers with disabilities, assisting older people and/or children with special needs.

Time: 09.30 – 14.00

Venue: Cookstown Rural Community Transport

Cost: £60 per person

All refreshments will be provided

Booking details: Contact CTA NI

26 JUNE

Accessible Communications **NEW**

Community transport means accessible transport. To enable people with disabilities and older people to review services in a format that meets their needs community transport must produce all communications in easily accessible formats. This course will define what is meant by Accessible Communications, how to source alternative information and how to improve communication methods. Training will be provided by IMTAC.

Time: 11.00 – 13.00

Venue: Thomas Doran Centre, Parkanaur

Cost: £40 per person

All refreshments will be provided

Booking details: Contact CTA NI

Also in June: MiDAS Driver of the Year Heat. Contact CTA NI for details.

CT on TV: Lagan Valley Rural Transport were filmed for the BBC to promote community transport services in the area.



4 JULY

Travel independence

In conjunction with a number of stakeholders the CTA is holding an Independent Life Day. This event promotes independent travel, living and accessible opportunities for people in Northern Ireland.

Time: 10.00 – 16.00

Venue: Disability Action, Belfast

Cost: £5 entrance fee

For exhibitor booking please

contact: kellie@ctauk.org

Booking details: Contact CTA NI

18 JULY

Getting Your Message Across DAY TWO OF TWO DAY COURSE

Following from day one (6 June) this second marketing instalment will provide practical examples of effective writing for press, radio interviews and TV. How to make the most of opportunities and how to handle bad publicity will be reviewed. The course will also look at building relationships with local media.

Time: 10.00 – 16.00

Venue: St Patrick's Trian, Armagh

Cost: £200 per person for both days

All refreshments will be provided

Booking details: Contact CTA NI

23 – 24 JULY

T4T Driver Assessor Trainer (DAT) REFRESHER ONLY

A two-day intensive course to refresh trainers of MiDAS Drivers, currently in the green round, emphasis is being given to risk assessment and hazard perception. A detailed minibus driving practical is included as well as assessment of the use of accessible equipment to help assist disabled passengers. Presentation skills are also included in the package.

Time: 10.00 – 16.00 each day

Venue: Cookstown Rural

Community Transport

Cost: Contact trainer for details

All refreshments will be provided

Booking details: Contact Dave Lewis, **tel:** 02920 613930

Email: info@def-driving.co.uk

25 –27 JULY

T4T MiDAS Car & MPV **NEW** (Full Course)

For persons with responsibility for volunteer car drivers

This new extension of the MiDAS programme is for all people responsible for the management of volunteer car drivers or social car schemes.

This course is a must for organisations where there is no MiDAS Driver Assessor Trainer, where there are large numbers of volunteers or where minibuses are not the main form of transportation. Such organisations include volunteer centres, health trusts or community volunteer groups. The course includes extensive information on improving driving standards, legal responsibilities for volunteer drivers and assisting passengers.

Time: 10.00 – 17.00

Venue: Londonderry

Cost: Contact Trainer

All refreshments will be provided

Booking details: Contact Dave Lewis, **tel:** 02920 613930

Email: info@def-driving.co.uk

26 JULY

Manual Handling

This half-day course will train delegates about safe Manual Handling techniques, health and safety at work and risk assessment procedures. This course is particularly suitable for accessible community transport operators. *Please note that this session is dependent on a minimum number of attendees.*

Time: 13.30 – 17.00

Venue: Cookstown Rural
Community Transport

Cost: £60 per person

All refreshments will be provided

Booking details: Contact CTA NI

**Also in July: MiDAS Driver of
the Year Heat. Contact CTA NI
for details.**

Book all courses and events online
www.communitytransport-ni.com

10 AUGUST

Minibus Emergency Evacuation Procedures

Half-day course for drivers and passenger assistants. Use of a smoke machine will create a simulated experience of fire in a vehicle. Learn all the practical skill and tips required in an emergency situation.

Time: 09.30 – 14.00

Venue: Rural Link, The Milestone Centre, Carrickmore

Cost: £60 per person

All refreshments will be provided

Booking details: Contact CTANI

14 AUGUST

DAT – Driver Assessor Trainers' Forum

This event organised by the CTA aims to address current issues facing Driver Assessor trainers in relation to MiDAS training. The session will give an update on training and also have an open forum for DAT's to raise issues about current training issues.

Time: 10.00 – 12.00

Venue: Gortlowry House, Cookstown

Cost: FREE

All refreshments will be provided

Booking details: Contact CTA NI

PATS – Passenger Assistant Trainers' Forum

This event organised by the CTA aims to address current issues facing Passenger Assessor trainers in relation to MiDAS training. The session will give an update on training and also have an open forum for PATs to raise issues about current training issues.

Time: 13.30 – 15.30

Venue: Gortlowry House, Cookstown

Cost: FREE

All refreshments will be provided

Booking details: Contact CTANI

27 – 31 AUGUST

Administrators' Development Week

During Administrators' Development Week community transport operators have the opportunity to share information, work practices and experiences of those members of staff working in administration.

Why not learn about how procedures and time savings are made in other community transport organisations?

Admin visit: Administrators can spend a day in a neighbouring community transport office to learn new skills and have questions answered by people working in the same area. Contact the CTA NI for an Admin Partner!

Various times and venues across Northern Ireland

Cost: FREE

Booking details: Contact CTA NI

30 AUGUST

RTF Booking Software Training / Update

Rural community transport partnership funded by DRD's Rural Transport Fund has access to DRD Booking Software. This course will provide training and refresher update for any administrators or managers who utilise the system on a daily basis.

Time: 09.30 – 16.00

Venue: DRD offices, Belfast

Cost: FREE

All refreshments will be provided

Booking details: Contact CTA NI

31 AUGUST

Time Management for Administrators and Office Staff

NEW

Basic tools and tips for administrators to balance pressures of work and to manage deadlines effectively. This course will look at ways to effectively communicate, reduce stress, to work constructively and how to manage your manager. *Please note that this session is dependent on a minimum number of attendees.*

Time: 10.00 – 16.30

Venue: Lisburn

Cost: £60 per person

All refreshments will be provided

Booking details: Contact CTA NI

17 – 21 SEPTEMBER

COMMUNITY TRANSPORT WEEK 2007

Community transport – Making it happen!

The Community Transport Association invites you once again to a celebration of the sector through a variety of events taking place during this week.

Find out why community transport is renowned for “making it happen!”. Community transport provides transport where other conventional or public transport can or does not meet need. Community transport provides transport when all other options are unavailable. Whether transporting an individual or a community group, community transport can be depended upon to “make it happen”.

Why not register to take part in the “Making it Happen!” competition during Community Transport week? NI is looking for passenger nominations for the “Me & My Driver” award and there will also be awards for volunteer drivers who give of their time to make transport happen for their local area. Prizes, fun and a time to celebrate effective community transport across Northern Ireland.

Various times and venues across Northern Ireland

Cost: FREE

Booking details: Contact the CTA NI to book or for more details about Community Transport Week Events

17 SEPTEMBER

CTA NI Annual Meeting and Seminar

CTA NI hosts the annual NI meeting to elect the NI Committee for 07/08. The meeting will be followed by a conference, "Community Transport – Making it Happen". In attendance will be members of CTA UK senior management team, funding bodies, community transport operators, representatives from health, education, general consumer council, politicians, passenger representatives and local media.

Time: 10.00 – 16.00

Venue: Belfast

Cost: FREE

All refreshments will be provided

Booking details: Contact CTA NI

18 SEPTEMBER

North and East Community Transport Showcase

Community transport groups showcase how operators are "Making it Happen" in the North and East of the Province. Community transport vehicles will travel across each area promoting services and membership (Antrim and east Londonderry in the morning with Co. Down and east Armagh in the afternoon).

Cost: FREE

All refreshments will be provided

Booking details: Contact CTA NI

19 SEPTEMBER

South and West Showcase

Community transport operators showcase how they are "Making it Happen" in the South and West of the province. Community transport vehicles will travel across each area promoting services and membership (Fermanagh and west Armagh in the morning with Tyrone and Londonderry in the afternoon).

Cost: FREE

All refreshments will be provided

Booking details: Contact CTA NI

20 SEPTEMBER

Sustainable Accessible Transport Conference and Workshops

CTAI is hosting a conference jointly with CTA UK to showcase the Community Transport Advice & Information Service project and the Cross Border Local Transport Services research study.

Government representatives, subject to confirmation, will give keynote speeches. Presentations on the rural transport programmes in RoI and NI will also be made.

In order to reflect a wider definition of community transport, speakers from ACoRP, the Association of Community Rail Partnerships, Carplus, which promotes responsible car use, Sustrans and Waterways Ireland will give presentations on the work of their organisations.

In the evening there will be a dinner and Awards ceremony for successful trainees and MiDAS Driver of the Year (RoI) followed by a live band and dancing.

Time: 11.00 – 17.15, dinner from 19.00

Venue: Cavan Crystal Hotel

Cost: Members of CTAI and CTA UK: £50/£35

Non members: £75/£50

Dinner and all refreshments inclusive

Booking details: Contact CTAI

21 SEPTEMBER

Practical workshops on sustainable accessible transport:

Community rail partnerships

Car sharing projects

Cycling projects

Vehicle assessment procedures

Time: 10.00 – 12.30

Venue: Cavan Crystal Hotel

Cost: Members of CTAI and CTA UK: £25/£17.50

Non members: £50/£35

All refreshments will be provided

Booking details: Contact CTAI

21 SEPTEMBER

Community Transport Week Finale

This event will bring to an end all activities for the Community Transport Week "Making it Happen".

This event will review the week, provide opportunities for the press to meet and interview various community transport providers across Northern Ireland, and to showcase the work of RTF funded operators. We will have a delicious buffet lunch, speakers and the announcement of the finalists in the MiDAS Driver of the Year Competition 2007.

Time: 14.00 – 18.00

Venue: Canal Court Hotel, Newry

Cost: FREE

All refreshments will be provided

Booking details: Contact CTA NI

Book all courses and events online

www.communitytransport-ni.com

3 OCTOBER

Minibus Management

The Minibus Management course is an essential requirement for all new community transport managers and committee members. Indeed refreshment training is advised every three years. This course covers all the operational requirements involved in minibus management. Topics include maintenance, licensing, daily checks, PSV, pricing structures and all other legal and good practice requirements for the operation of a community transport project. *Please note that this session is dependent on a minimum number of attendees.*

Time: 10.00 – 16.00

Venue: Roe Valley Community Transport

Cost: £60 per person

All refreshments will be provided

Booking details: Contact CTA NI

8 – 12 OCTOBER

T4T Driver Assessor Trainer (DAT)

A five-day intensive course to train trainers of MiDAS Drivers, currently in the green round – emphasis with given to risk assessment and hazard perception. A detailed minibus driving practical is included as well as assessment of the use of accessible equipment to help assist disabled passengers. Presentation skills are also included in the package.

Time: 10.00 – 16.00 each day

Venue: Cookstown Rural
Community Transport

Cost: £550 per person

All refreshments will be provided

Booking details: Contact Dave
Lewis, **tel:** 02920 613930

Email: info@def-driving.co.uk

9 – 11 OCTOBER

T4T Passenger Assistant Trainer (PAT)

A three-day intensive course to train trainers of passenger assistants. This course will give trainers all the knowledge they require for all the main areas of passenger assistance, including; the role of the passenger assistant, helping passengers with disabilities, assisting older people with special needs and assisting children with special needs.

Time: 10.00 – 16.00 each day

Venue: Cookstown Rural
Community Transport

Cost: £450 per person

All refreshments will be provided

Booking details: Contact Dave
Lewis, **tel:** 02920 613930

Email: info@def-driving.co.uk

10 OCTOBER

T4T MiDAS Car & MPV (Conversion course)

A three-hour intensive course for existing green round Driver Assessor Trainers (DATs) and Passenger Assistant Trainers (PATs). This new extension of the MiDAS programme is a must for all car and MPV drivers and includes extensive information on improving driving standards and assisting passengers.

Time: 17.30 – 20.30

Venue: Cookstown Rural
Community Transport

Cost: Contact Trainer

All refreshments will be provided

Booking details: Contact Dave
Lewis, **tel:** 02920 613930

Email: info@def-driving.co.uk

Volunteer car drivers are trained through the MiDAS Car & MPV course.



19 OCTOBER

MiDAS Driver of the Year 2007 Gala Award

2006 winner Roland Livingstone of Rural Lift will present the Optare MiDAS Driver of the Year Trophy to the 2007 overall winner at the social event of the Community Transport Year.

The event celebrates drivers' work, acknowledges competitors and increases awareness of MiDAS and the high level of service standards across the UK.

This year there is an all-Ireland aspect to the competition as CTAI competitors will take part in the overall competition. This year the winner will hold not only Northern Ireland but also the title of All Ireland MiDAS Driver of the Year.

Prizes galore, good food and craic, make sure you don't miss this event!

Time: 19.00 or 19.30

Venue: Carlton Hotel, Belleek

Cost: FREE

Supper will be provided

Booking details: Contact CTA NI

31 OCTOBER

Accessible Communications

Community transport is accessible transport. To enable people with disabilities and older people to review services in a format that meets their needs, community transport must produce all communications in easily accessible formats. This course will define what is meant by Accessible Communications, how to source alternative information and how to improve communication methods. Training will be provided by IMTAC.

Time: 10.00 – 13.00

Venue: Ecos Centre, Ballymena

Cost: £40 per person

All refreshments will be provided

Booking details: Contact CTA NI

5 – 8 NOVEMBER

CTA 2007: The UK's Largest Community and Accessible Transport Event

Manchester Central (formerly known as G-Mex)

This is the biggest and best exhibition for accessible transport in the UK, running alongside an extensive training programme and conference.

Booking for exhibitors is now open.

Space is on a first-come, first-served basis. Book early to avoid disappointment. Contact Diann Quinn on 08707 743 586 or **email** diann@ctauk.org.

Community transport operators can book delegate days, obtain accommodation assistance and obtain event training brochure by calling CTA UK, contact details below.

Contact the CTA for details on 08707 743 586 or visit **www.ctauk.org**

16 NOVEMBER

Manual Handling

This half-day course will train delegates about safe Manual Handling techniques, health and safety at work and risk assessment procedures. This course is particularly suitable for accessible community transport operators. *Please note that this session is dependent on a minimum number of attendees.*

Time: 13.30 – 17.00

Venue: Rural Link, Carrickmore

Cost: £60 per person

All refreshments will be provided

Booking details: Contact CTA NI

19 DECEMBER

Disability Awareness / Diversity Training

To end 2007 "Year of Equal Opportunities for All" CTA NI has joined with IMTAC and Disability Action to bring Disability Awareness and Diversity Training to the fore for community transport. This course is suitable for volunteers, staff and managers of community organisations.

Time: 09.30 – 16.00

Venue: Dungannon Community Transport

Cost: £40 per person

Tea or coffee will be provided upon arrival

Booking details: Contact CTA NI

16 JANUARY 2008

Business Case Plans / Submission preparation

This course is primarily aimed at rural community transport providers who make business plan submissions to DRD's Rural Transport Fund. However course content is generic and will help any community organisation plan submissions to government funding bodies. This course will review full cost recover, operational headings and budgets.

Time: 10.00 – 16.30

Venue: TBC

Cost: £40 per person

All refreshments will be provided

Booking details: Contact CTA NI

Manchester Central by night



Photo by Matt Priestley

24 JANUARY

Urban Community Transport Forum launch

The CTA launches a new Forum where providers of urban community transport have an opportunity to meet, network and review community transport provision within Urban areas of Northern Ireland. Meetings will initially occur every 6 months and alternate between Belfast and Londonderry. Meetings are open to community transport managers, community groups, churches and others who provide community transport in larger towns and cities.

Time: 12.00 – 15.00

Venue: Bridge Accessible transport, Strand Road, Derry

Cost: FREE

Lunch & refreshments will be provided

Booking details: Contact CTA NI

6 – 7 FEBRUARY

ANYTHING BUT GRANTS CONFERENCE

Sustainability and Social Economy Opportunities

This two-day seminar will focus on how community transport will develop sustainable and viable operations by becoming more self-reliant and less grant dependant.

The conference will explore the broad range of other fundraising and income generation programmes/techniques that are available to each of the CTA groups. The conference will break into workshops to look at what practical and appropriate grant alternatives community transport can adopt. Please note that this conference is dependent on a minimum number of attendees.

Time: 09.30 – 17.00 each day

Venue: Radisson Hotel, Limavady

Cost: £280 per delegate (includes 2 x lunches, 1 x evening meal, 1 x breakfast + overnight accommodation)

Booking details: Contact CTA NI

20 FEBRUARY

Basic First Aid for Drivers and Passenger Assistants

This course will provide all the basic essentials for first aid for drivers and passenger assistants. The course will provide practical learning in the subject. The course will teach resuscitation, emergency aid in the event of an accident and help Basic first aiders to cope calmly with an injured passenger/s. Certificate will be awarded upon completion. *Please note that this session is dependent on a minimum number of attendees.*

Time: 10.00 – 16.30

Venue: Health Matters, Newry

Cost: £80 per person

All refreshments will be provided

Booking details: Contact CTA NI

5 MARCH

Risk Assessment Procedure for Safe Carriage of Wheelchairs

If wheelchairs are transported **NEW** then a thorough risk assessment should be completed to ensure correct or additional restraint system, lift/ramp and passenger comfort. This course is particularly important for any operator that provides accessible transport. Training is aimed at the person responsible for risk assessments, senior drivers and managers. *Please note that this session is dependent on a minimum number of attendees.*

Time: 09.30 – 15.00

Venue: TBC – contact CTA NI

Cost: £60 per person

All refreshments will be provided

Booking details: Contact CTA NI

24 – 28 MARCH

T4T Driver Assessor Trainer (DAT)

A five-day intensive course to train trainers of MiDAS drivers, currently in the green round. Emphasis is given to risk assessment and hazard perception. A detailed minibus driving practical is included as well as assessment of the use of accessible equipment to help assist disabled passengers. Presentation skills are also included.

Time: 10.00 – 16.00 each day

Venue: Cookstown Rural Community Transport

Cost: £550 per person

All refreshments will be provided

Booking details: Contact Dave Lewis, **tel:** 02920 613930

Email: info@def-driving.co.uk

Join other Community Transport organisations at the NEW Urban Community Transport Forum



Photo by Matt Priestley

25 – 27 MARCH

T4T Passenger Assistant Trainer (PAT)

A three-day intensive course for trainers of passenger assistants. This course will give trainers the knowledge they require for all the main areas of passenger assistance, including: the role of the passenger assistant, helping passengers with disabilities and assisting older people and children with special needs.

Time: 10.00 – 16.00 each day

Venue: Cookstown Rural Community Transport

Cost: £450 per person

All refreshments will be provided

Booking details: Contact Dave Lewis, **tel:** 02920 613930

Email: info@def-driving.co.uk

27 MARCH

T4T MiDAS Car & MPV (conversion course)

A three-hour intensive course for existing green round Driver Assessor Trainers (DATs) and Passenger Assistant Trainers (PATs). This new extension of the MiDAS programme is a must for all car and MPV drivers and includes extensive information on improving driving standards and assisting passengers.

Time: 17.30 – 20.30

Venue: Cookstown Rural Community Transport

Cost: Contact trainer

All refreshments will be provided

Booking details: Contact Dave Lewis, **tel:** 02920 613930

Email: info@def-driving.co.uk

16 APRIL

Customer Care Training **NEW**

This training is aimed at all staff that come into contact with customers. The course will include how to present a professional and caring customer-focused community transport service. The course will outline how to deal effectively with complaints and irate customers. A highlight of the course is a focus on customer care for those passengers whose first language is not English.

Time: 10.00 – 16.00

Venue: Dungannon Community Transport

Cost: £60 per person

All refreshments will be provided

Booking details: Contact CTA NI

30 APRIL

Basic First Aid for Drivers and Passenger Assistants

This course will provide all the basic essentials for first aid for drivers and passenger assistants. The course will provide practical learning in the subject. The course will teach resuscitation, emergency aid in the event of an accident and help basic first aiders to cope calmly with an injured passenger/s. A certificate will be awarded upon completion. *Please note that this session is dependent on a minimum number of attendees.*

Time: 10.00 – 16.30

Venue: Health Matters, Newry

Cost: £80 per person

All refreshments will be provided

Booking details: Contact CTA NI

Training available with approved Trainers

The CTA has lists of external approved trainers in the following areas (bursaries may be available for CTA members):

- MiDAS (Minibus Driver Awareness Scheme)
- MEEP (Minibus Emergency Evacuation Procedures)
- MiDAS Car & MPV driver training
- PATS (Passenger Assistant Training)
- Finance
- Stress Management
- Line Management & Mentoring
- Basic First Aid for drivers
- Customer Care
- Risk Management
- Employment Legislation
- Committee Skills/Teambuilding
- Motivating Staff for improved performance
- Managing Challenging Behaviour
- Public Speaking & Communications Skills
- Marketing & Promotion
- Interview Skills
- Appraisal Training
- NVQ's and Management Qualifications
- Disability Awareness / Diversity training

COURSE / EVENT BOOKING FORM

You can also book online at www.communitytransport-ni.com

Please photocopy this form. To book a place please complete and return the following information to the address below.

Please reserve _____ places(s)

Course title: _____

Delegate name(s): _____

Your organisation: _____

Address: _____

_____ Post code: _____

Tel/fax: _____

Email: _____

Any special requirements i.e. dietary, disability etc? _____

Cost

I have enclosed a cheque (payable to the Community Transport Association)

Please invoice my organisation

Please return to:



Community
Transport
Association

CTA Northern Ireland
Graham House
Knockbracken Healthcare Park
Saintfield Road
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This information can be provided in alternative formats upon request.