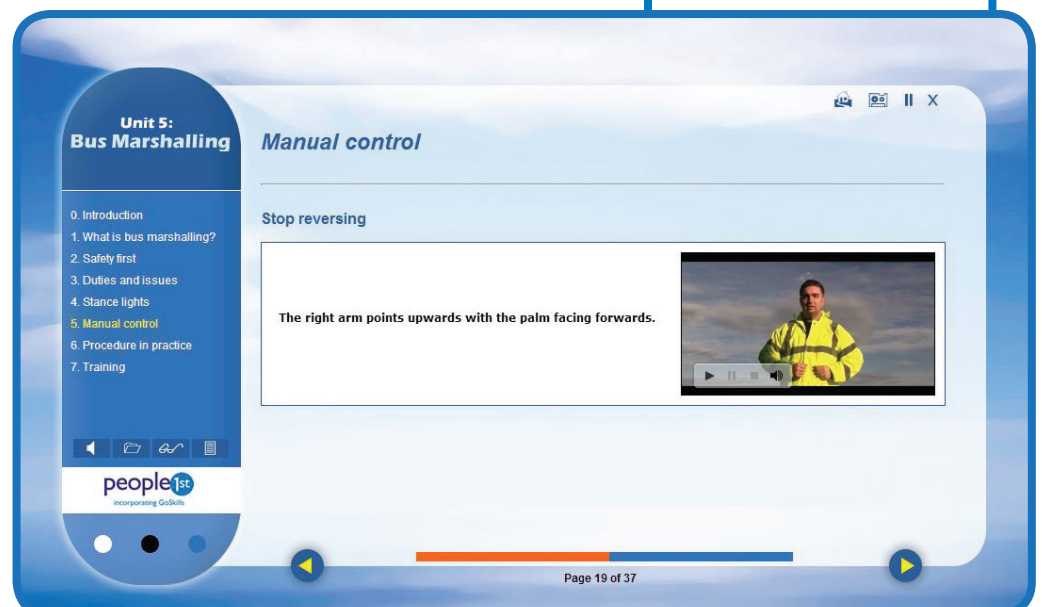


MAKING YOUR STATION SAFE AND ACCESSIBLE

Providing your people with the training they need to do their job is critical to the efficient and safe functioning of your bus station. With insurance costs rising, it's more important than ever to show that you're doing everything you can to train your staff to do their job properly and safely. But it's not all about safety; ensuring you cater to all your passenger's needs is also important. That means you need to understand your responsibility to help passengers with disabilities.

That's why we've worked with leading bus station managers to come up with the very first training programme that has been specifically designed to improve safety and accessibility awareness within bus stations.

We've created five separate online modules that are available to use when it's convenient for you and your team. No more classrooms while learning and all the information is delivered in an easy-to-use and practical format that includes pictures, videos and quizzes to keep it interesting.



The available modules include:

Bus marshalling

When is a marshal needed? How do you safely move vehicles around the bus station forecourt? This module will answer these questions and address issues such as risks to the marshal and hand signals you might use when marshalling.

Conflict management

This module will give you the knowledge and confidence to recognise and safely deal with violence and aggression. It includes different scenarios, how to identify drug and alcohol-related aggression, and how to defuse difficult situations and assess threat levels. There's also a section on identifying behaviour that may appear aggressive but is not, e.g. individuals who have mental health problems.

Health and safety

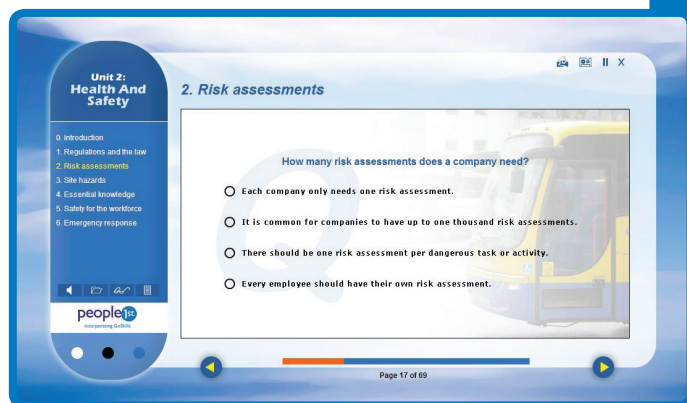
What are the different responsibilities for employers and employees? What causes accidents and how can you prevent them? Using this module you will learn how to carry out risk assessments, learn your rights and responsibilities, and gain an understanding of basic first aid.

Security

Understanding basic security measures in a bus station environment and how these work using a series of scenarios is included in this module. You'll also find out what procedures should be followed in emergency situations and gain a basic knowledge and awareness of terrorism, what to be aware of and how to manage situations should they arise.

Disability

This module helps you meet your obligations under the Equality Act 2010 and covers areas such as employer and staff responsibilities, discrimination and prejudice, different types of disabilities and how to treat disabled people with respect.



To find out more about how People 1st can help you meet your training requirements for bus station staff, call 01895 817009, email enquiries@careerthatmove.co.uk or visit www.careerthatmove.co.uk/bus-station-modules