



## Training Services Brochure





**Creating opportunities**

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## Training Services

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“It was good to learn new first aid techniques because so much has changed over the years”

Alison Marder  
First Aid Trainee

## 1. First Aid



### About First Aid Training

**First Aid Training can provide you with the confidence and skills needed for certain lifesaving emergencies and can help prevent minor problems or injuries becoming major ones.**

First Aid cover in the workplace is a legal requirement. Depending on the hazards and number of employees, your first aiders will need to be trained in either First Aid at Work or Emergency First Aid at Work. The difference between life and death could be based on having trained first aiders.

### Courses

We offer a range of regulated qualifications and our course syllabuses include all the required topics set by the HSE.

- Emergency First Aid at Work – 1 day course
- First Aid at Work – 3 day course
- First Aid at Work – 2 day re-qualification
- Annual First Aid Refresher – ½ day course
- Paediatric First Aid – 2 day course meets Ofsted & EYFS Requirements
- Sports, Activity, Outdoor, Family or Junior First Aid – 1 day courses
- AED (Automated External Defibrillator) Training
- CPR Basic Life Support
- CPR Basic Life Support for Dentists or Healthcare Professionals
- CPR Basic Life Support with AED Training


### Training for groups

We offer training for larger groups and can quote on request. Most of our courses can be held at your premises, in such cases we will bring all the necessary equipment.

**If you would like any further information please feel free to contact us**

**[training@westwayct.org.uk](mailto:training@westwayct.org.uk)  
020 8964 4928**

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“Very informative session. Made me aware of issues I really didn’t know”

**Anthony Gordon**  
Driver CPC Trainee

## 2.Driver CPC Periodic Training

### About Driver CPC Periodic Training

**Professional drivers must complete 35 hours of periodic training in 5-yearly cycles, consistent with CPC renewal. This must continue until such time as the person no longer wishes to drive category C or D vehicles professionally.**

We offer a choice of approved 7 hour courses for both PCV and LGV drivers, ranging from First Aid to Drivers Hours.

Our courses are designed to enhance and improve the knowledge and skills of professional drivers; written by experienced transport professionals and delivered in an informal, friendly environment.

### Courses

- Emergency First Aid at Work for Drivers
- Drivers Hours and Tachographs
- Drive Safe, Stay Legal
- Emergencies and Vehicle Evacuation
- Health & Safety and Manual Handling
- Road Risk, Drug & Alcohol Awareness
- Customer Care for Drivers

You will receive a certificate for each 7 hour course you attend, and your training hours will be uploaded onto the DVSA database.

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“I passed first time and it feels amazing”

**Elvis Burke**  
PCV D1 Trainee



## 3.PCV D1

### About PCV D1 Training

**This training is essential for anyone who would like to raise their driving standards to a higher professional level or who may be entering the passenger transport industry and need to obtain an unrestricted D1 licence category.**

We offer a comprehensive, flexible PCV D1 Driver Training Programme tailored around you and your needs.

### Procedures

You will be expected to have a medical examination which will be sent with your application for a provisional PCV licence to the DVLA.

Once your provisional is granted you will need to complete the relevant theory tests:

Module 1a – Multiple choice

Module 1b – Hazard perception

Module 2 – Driver CPC case study (where applicable)

Then your practical on-road training begins, leading to:

Module 3 – Driving test

Module 4 – Driver CPC ‘show and tell’ (where applicable)

After passing modules 2 and 4 you will be granted a Driver Qualification Card and then you must complete 35 hours of Driver CPC Training (we provide this training) during the following 5 years.

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“I found this course to be really helpful and relevant”

Roger Harrop  
MiDAS Standard Trainee

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## 4. MiDAS Standard

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### About MiDAS Standard Training

**(Minibus Driver's Awareness Scheme) is a nationally recognised standard for the training and assessment of minibus drivers.**

The MiDAS scheme is designed to enhance your driving standards and promotes the safer operation of minibuses. The scheme is applicable to any driver using a minibus.

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### Course structure

A MiDAS Standard course consists of a half day classroom theory session and an on-road driving assessment which is usually booked to take place on a separate day.

You will be given practical and theory assessments as part of the course and a certificate which is renewable every 4 years will be issued to successful candidates.

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“Overall I’m much more confident and aware”

**Oscar Millan**  
MiDAS Accessible Trainee

## 5. MiDAS Accessible

### About MiDAS Accessible Training

**A nationally recognised standard for the training and assessment of minibus drivers.**

The MiDAS scheme is designed to enhance your driving standards and promotes the safer operation of minibuses.

This module is applicable to any driver using a minibus while transporting people with limited mobility and/or wheelchair users.

### Course structure

The MiDAS Accessible module is an additional one-day course consisting of a classroom session followed by a practical assessment. The course covers topics such as safely securing wheelchair users into vehicles, the safe use of a passenger lift, disability awareness and passenger safety while travelling.

You will be given practical and theory assessments as part of the course and a certificate which is renewable every 4 years will be issued to successful candidates.

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“This course highlighted the importance of the comfort of my passengers, which is something I now consider on every journey”

**Charlie Chaughley**  
MiDAS Car & MPV Trainee

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## 6. MiDAS Car & MPV

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### About MiDAS Car & MPV Training

MiDAS Car & MPV provides drivers with the training to help improve and deliver safer transport for their passengers while enhancing their driving standards.

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### Course structure

This course follows a similar modular format as the MiDAS Standard for minibus drivers which is a classroom session, followed by an on-road assessment, where you will undertake an ‘observed drive’, during this drive you can demonstrate the skills learned in the classroom.

A certificate which is renewable every 4 years will be issued to successful candidates.

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“It’s probably the most useful thing I’ve ever done”

**Tim Whitfield**  
Passenger Assistant Trainee



## 7. Passenger Assistant Training Scheme (PATS)

### About PATS

A nationally recognised standard of training for people whose role it is to provide care and assistance to passengers travelling by road.

Applicable to anyone performing the role of a passenger assistant on a vehicle, if you are paid staff, a volunteer or you are performing the dual role of driver/carer then you will benefit from PATS Training.

### Course structure

Following the MIDAS modular format, PATS Training has five modules:

Module A: This is the foundation module for all passenger assistants. This module helps you understand your role as a PA.

Any additional modules you complete will depend on the needs of the people you work with. You can choose from the following list:

Module B1: Passenger awareness and assistance

Module B2: Assisting passengers who travel in wheelchairs

Module C1: Supervising children and young people with special needs

Module C2: Working with adults who need care and supervision

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“ I didn’t realise that lifting something incorrectly could cause long term injuries, I’m glad I know now”

**Stephanie Millan-Bermudez**  
Manual Handling Trainee

## 8. Manual Handling Awareness

### About Manual Handling Awareness Training

**Incorrect manual handling accounts for over a third of all workplace injuries; employers have a responsibility to ensure drivers, passenger assistants and volunteers understand the importance of, and are able to carry out, simple risk assessments within their line of work.**

Correct Manual Handling is essential and our course provides an understanding of the Health and Safety Executive legislation/ recommendations, the implications and costs of manual handling injuries and the importance of looking after yourself while working.

### Course structure

We offer a half day Manual Handling course. The topics covered are:

- 24 hour Back Care
- Legal Requirements
- Risk Assessments
- How Your Back Works
- Handling Techniques
- Safe Use of Equipment

You will be given practical and theory assessments as part of the course and a certificate which is renewable every 4 years will be issued to successful candidates.

### Training for groups

We also offer training for larger groups, quoted on request. Most of our courses can be held at your premises and in such cases we will bring the necessary equipment required.

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**“ It’s incredible how quickly a bus can fill with smoke. I’m much more prepared now.”**

**Raymond Winters**  
MEE Trainee

## 9. Minibus Emergency Evacuation

**Fire and Rescue Services in Great Britain respond to approximately 23,100 road vehicle fires per year, of these around 2% are minibus fires. In the unlikely event of being involved in a minibus fire this course will better prepare you in how to respond to such a situation.**

Our Minibus Emergency Evacuation course is for individuals who drive or travel in a minibus as part of their job.

### Course structure

The objectives of the course are:

- How to recognise common causes of fire
- How to reduce the risk of vehicle fires starting
- When and how to use a fire extinguisher
- How to safely evacuate a vehicle using ‘best practice’ techniques

Trainees will receive a Certificate of Attendance on completion of the training.

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## 10. Customer Service Training

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### **HABC Level 2 Award in Customer Service (QCF)**

This qualification is designed for people working or preparing to work in a customer service role or where using the telephone is part of their duties. The course covers the principles of customer service including how to meet customer expectations, the importance of appropriate behaviour and communication techniques as well as ways to deal with challenging customers.

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### **Course structure**

Trainees will take part in a classroom session, followed by a multiple-choice examination.

Certificates for successful trainees are despatched directly from the awarding body.

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