



*Moving skills forward*

## **Response from *GoSkills* to the Accessible Transport Strategy Draft Action Plan 2009-2012**

### **Introduction**

*GoSkills* is the Sector Skills Council for the passenger transport sector. We represent passenger transport businesses across the UK on all training and skills issues. Our remit covers the following industries: bus, coach, taxi, private hire, community transport, driving instruction, transport planning, allied transport professionals, rail, metro, tram/light rail, airports, airlines, ground handlers and inland waterways.

*GoSkills* is committed to working with operators and expert groups to support the development of appropriate training and qualifications in accessibility for those who work in the passenger transport sector. Our Director of Workforce Development is an advisory member of the Disabled Persons' Transport Advisory Committee (DPTAC) sub-group on Education and Training and works closely with DPTAC members and the Department of Transport in promoting best practice to the sector operators. *GoSkills* is keen to work more closely with Imtac and to provide the same level of support to Imtac as we provide to DPTAC.

### **The Action Plan**

The action plan sets out a comprehensive programme of work. We support the seven strategic objectives identified in the plan.

### **Specific Comments on the Action Plan**

The following comments relate to specific items in the action plan:

**PO3:** *GoSkills* could support Imtac in taking forwarding training agendas/programmes for those who work in the passenger transport sector. We work closely with operators in the sector and are well-placed to feed back on best practice, training programmes and qualifications. As the SSC for the sector, we are responsible for the development of National Occupational Standards, qualification structures and apprenticeship frameworks for the sector. Through this work, we are able to influence training and to facilitate the inclusion of training/qualification units that focus on accessibility issues and develop appropriate skills and understanding. We are keen to contribute the work of the Information and Training Sub-group and to ensure that members of the group have the

opportunity to input views and recommendations to formal standards and qualification frameworks for the UK.

**PO5/AO4:** We have provided a paper on the use of national occupational standards and the way that they support training and drive national qualifications and apprenticeship programmes for the BIC Committee. We would be happy to support MIU on any work in this area.

**PO6:** This section refers to training for Translink Staff and for DRD staff. Working with operators across the UK, *GoSkills* has developed National Occupational Standards (NOS) and the content for qualifications for all major occupations within the sector (including drivers in PCV and taxi contexts). All suites of NOS and associated NVQs include units that focus on disability awareness and the recognition of the needs of all customers.

**P15:** *GoSkills* is the SSC for the Community Transport industry and works with the industry to identify skills gaps and to improve skills. Working with industry, we have developed new NOS for drivers and other operational staff. There are two new NVQs available:

- the NVQ in Road Passenger Vehicle Driving, which has been designed for drivers working in taxi and community transport contexts. This NVQ aligns with, and complements, the MiDAS award
- the NVQ in Road Passenger Transport Operations, which has been designed for other passenger support and operational roles.

**P19:** The need for those who operate in the sector to understand the linkage between different services from the point of view of the passenger was identified in the DPTAC research and subsequent training framework for front-line staff. *GoSkills* is currently considering the need to develop qualification units to underpin training programmes that address the integrated nature of the passenger journey and the links between different services. These units would include accessibility issues.

**P24:** The training to support the delivery of NVQs across the sector would also help to address this stream of work as the NVQs include a focus on the needs of older people and people with disabilities.

## **Additional Areas for Consideration**

The plan does not include any reference to "travel training". Travel training is an area of growth in England and is aimed at supporting individuals in finding out about and accessing public transport – the primary goal is to help individuals to develop enhanced independence and greater confidence. *GoSkills* has recently completed research, commissioned by DfT, to identify the need and potential scope for learning frameworks for individuals on training programmes and also for those delivering the programmes.

There have been many successful training programmes in this area which have delivered real benefits to individuals and have improved their access to public transport.

This may be an area that is also worth considering in Northern Ireland. It would link particularly well to programme P13.

## **Contact**

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