Community Ride Hub

PATS overview
Passenger Assistant Training Scheme

Information overview for organisations and individuals

Important: Community Ride Hub is not currently a MiDAS or PATS accredited training centre. Nothing in this document is a bookable course, a quote, or an offer of certification.

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What is included

PATS is the counterpart to MiDAS for passenger assistants (escorts). It covers supporting passengers to travel safely rather than driving the vehicle.

Typical coverage includes the role and legal responsibilities of a passenger assistant; disability awareness and respectful communication; safe assisting and use of ramps and lifts with the driver; wheelchair handling and restraint; moving and handling principles and boundaries; behaviour and distress including dementia awareness; medical incidents and evacuation; and confidentiality, dignity, consent and safeguarding.

Like MiDAS, PATS is usually delivered in modules, with additional elements for specific passenger groups.

Accreditation position

Community Ride Hub is not a PATS accredited training centre. We cannot train, assess or certificate passenger assistants under PATS for our own people or for other organisations.

Where commissioners require PATS-trained escorts, that would need to be in place before accepting contracted work, not afterwards.

In the medium term we intend to seek accredited centre status so escort training can sit alongside driver training in-house.

Next steps

Organisations can send a training enquiry from our website. This is demand sensing, not a course booking.

People interested in escort or volunteer roles can register interest via Get involved / Volunteer with us.

Our safeguarding and passenger support page describes the people-focused strand that sits alongside PATS.

We will only advertise accredited PATS courses when we hold the right status and are ready to deliver them.