By gathering all public transport stakeholders worldwide, UITP provides training programmes with a unique blend of knowledge, learning methodology and networking opportunity.
MESSAGE FROM THE SECRETARY GENERAL

Investments in public transport are expected to grow substantially across the world, particularly in developing countries. Building infrastructure and upgrading technology is a necessary but not sufficient condition to make public transport work sustainably. The sector requires investment in human resources, capacity building and competence development and must take into consideration ever increasing quality standards and expectations from customers.

Training and development provide both, the company and employees, with benefits that make the cost and time spent a worthwhile investment. It enhances the skills of an employee and increases his or her commitment to the job and organisation. It helps the employee better understand the purpose of the job and allows to improve performance, hence reducing cost and supervisory need in the company and leading to higher productivity and service quality.

UITP recognises training as a strategic field to develop given the amount of knowledge and expertise available among member companies throughout the world. Over the last years, the number of training programmes organised by UITP has grown exponentially with trainings being held in more than 40 countries and attracting participants from not less than 90 countries so far. We also joined forces with a number of strategic partners like the World Bank, world prestigious universities and major local transport stakeholders with the establishment of UITP Centres for Transport Excellence to boost the training programmes in the Middle-East and North Africa and Asia-Pacific regions.

The current and future portfolio of training programmes delivered by the UITP Centre of Training will significantly enhance the services provided by UITP to its members and will help people to fulfil their career potential in the sector of public transport and sustainable mobility.

I strongly believe in the role and benefits of capacity building for the whole industry and I trust our offer will inspire you to join one of our upcoming training courses!

Alain Flausch
Secretary General
International Association of Public Transport (UITP)
> UITP provides participants with the opportunity to develop and internalise practical skills and specialised knowledge for professional enhancement.
TRAINING TO ADVANCE TALENT IN PUBLIC TRANSPORT

Training for Better Public Transport Services

Public transport is essential for the quality of life and economy of cities as it allows the efficient movement and access of people across the city. To facilitate the growth of public transport, stakeholders of the sector require the best resources available. Employees must support, deliver and enhance the required service to let the sector function in an efficient and sustainable way. This is particularly important in the public transport sector as it can suffer from a shortage of skilled personnel and the difficulties encountered in retaining them.

Addressing Challenges in Public Transport

Changing technologies, shifting workforce demographics, new regulations, new projects, globalisation and increasing ridership levels make training and professional development for public transport employees essential. Capacity building presents a prime opportunity to increase the ability of the sector to respond to these challenges, but often companies find these development opportunities expensive and time consuming.

Importance of Investing in Capacity Development

However, in terms of capital efficiency, investing in training is one of the best long-term investment opportunities that a company can make. It allows the value of employees to be appreciated over time; employees become better at their jobs due to knowledge development combined with experience and practice. It enhances the skills and capacity inside the organisation, which reduces overall operational costs.
MORE THAN 125 YEARS OF KNOWLEDGE ON PUBLIC TRANSPORT WITH UITP

Our training programmes are exclusively based on international expertise, practice and material delivered independently by public transport professionals from our 1300 member organisations worldwide.

Observatory of Automated Metros

Urban Mobility Data

The Mechanics of Organising Authorities

> Discover more deliverables on our website www.uitp.org
UITP TRAINING PROGRAMMES TO IMPROVE THE PERFORMANCE OF YOUR ORGANISATION

**Improve your background knowledge**
- Broaden the skills with international and theoretical content
- Learn more about transport and sustainable mobility principles
- Stand back from day-to-day work and get the broader picture

**Learn from others through exchange and interaction**
- Attend interactive plenary sessions
- Take part in exercises on real and theoretical cases
- Join a platform conducive to interaction between participants.

**Meet your peers and develop your network**
- Meet people from different transport stakeholders worldwide
- Discover and understand the jobs of others
- Get the most of inner circles formed by small groups of participants

**Broaden your skills through best practice and on-the-ground experience sharing**
- Improve your capacities to better understand the real day to day work and challenges in other transport companies
- Get an insight into best & worst practice
- Exchange and get feedback from experienced transport professionals
Interactive classroom sessions delivered by qualified trainers and public transport experts

Project assignment and case studies developed for each course, allowing participants to apply learnings

Technical and site visits with focus on innovation in the city

Continuous mentoring support delivered by UITP trainers, experts and staff throughout the course

Pre- and post-evaluation and knowledge tests

Job attachment: specific programme in which participants are sent to another company to meet with peers and learn how their job is organised in another company

Benefits of training are intangible but provide a sense of satisfaction which is an intrinsic motivator. It shows the employees that they are valued.
YOUR PROFESSIONAL DEVELOPMENT IN PUBLIC TRANSPORT

- Project Manager
- Transport Engineer
- Executive
- Head of Sales and Ticketing
- Urban Mobility Advisor
- Legal Advisor
- Rail Operations Manager
UITP OPEN CALENDAR TRAININGS

Open-Calendar trainings are regular sessions open to everyone and held across the world on a variety of topics selected from our portfolio of training programmes.

Benefits of Open-Calendar Trainings

➤ Receive instruction from transport professionals and UITP experts
➤ Meet and learn from participants of other organisations
➤ Discover the public transport system of a city

More information with latest dates and registration links to all training programmes is available on our website:
www.uitp.org/training
UITP CUSTOMISED TRAININGS

Adapted to the needs of your company

With UITP Customised trainings you are not bound to any specific training location, time or duration. We jointly determine the methodology, core area of expertise and learning objectives allowing maximum efficiency and a high return on investment for your company.

Benefits of Customised Trainings

> Have training programme customised to the needs of your organisation
> Receive instruction from Transport Professionals and UITP experts
> Choose your location, dates, programme length and language
> Transfer skills and knowledge to the entire team
> Save on travel costs

Contact us for more information on our customised trainings
OUR TRAINING PROGRAMMES

This portfolio only gives an overview of programmes we can deliver. All training content, format, methodologies and length can be customised and new products can be developed depending on the company’s needs and interests.

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<th>Specialised Trainings</th>
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<td>&gt; Public Transport Operation Planning and Execution</td>
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<td>&gt; Public Transport Maintenance and Asset Management</td>
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<td>&gt; Planning, Design and Construction of Urban Rail Systems</td>
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<td>&gt; Automated Metros</td>
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<td>&gt; Urban Rail Operation &amp; Maintenance</td>
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<td>&gt; Bus Network Design and Route Planning</td>
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<td>&gt; Planning, Design and Building of New Bus Depots</td>
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<td>&gt; Procurement and Commissioning of Buses</td>
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<tr>
<td>&gt; Bus Operations Planning and Execution</td>
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<td>&gt; Bus Maintenance and Depot Management</td>
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<td>&gt; Training Programme on Electric Busses: Introduction and Operations</td>
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<td>&gt; ICT in Public Transport and Smart Mobility</td>
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<td>&gt; Ticketing and Fare Management</td>
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<td>&gt; Public Transport Safety Management</td>
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<td>&gt; Security Management and Risk Assessment</td>
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<td>&gt; Organisation of Public Transport During Large Events</td>
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<td>&gt; Service Quality Management</td>
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<th>Management</th>
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<td>&gt; Marketing &amp; Communication</td>
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<td>&gt; Human Resources Management</td>
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<td>&gt; Press &amp; Communications Management</td>
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<td>&gt; Project Management in Public Transport</td>
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<tr>
<td>&gt; Urban Mobility Planning</td>
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<td>&gt; Urban Transport Pricing</td>
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<td>&gt; Financing and Funding of Public Transport</td>
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<tr>
<td>&gt; Mobility Measurement, Data Analysis and Benchmarking</td>
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<td>&gt; Regulation and Contracting of Public Transport Services</td>
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<th>Fundamentals Trainings</th>
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<tr>
<td>&gt; Public Transport Fundamentals with focus on:</td>
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<td>· Bus · Trolleybus · Urban Rail · Taxi · Organising Authorities</td>
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<th>Other Trainings</th>
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<tr>
<td>&gt; Public Transport Managers Training Programme (Yearlong programme in three modules)</td>
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<tr>
<td>&gt; Public Transport Development Programme (with Job Attachment)</td>
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<td>&gt; Leaders in Urban Transport Planning Programme in collaboration with WORLD BANK GROUP</td>
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UITP is diversifying the delivery channels of training programmes through the introduction of online learning. The core activity of the UITP Centre for Training remains in the classroom, but E-Learning, in the form of virtual classroom or online modules, offers new opportunities whether in complement to our existing training programme or as a new product. It can, for example, help establish contact with participants before and after the training and stimulate closer collaboration.

It can also offer a service for companies which may not be able to afford the travel costs for their employees, or for example, target a very large audience including operational staff, at a minimum cost.

More information on our current E-Learning developments is available on our website.
Quality training starts with the right trainers. That is why UITP pays special attention to having qualified trainers delivering our courses. All our trainers are public transport experts with on-the-ground professional experience in their field of work. They are carefully selected; receiving methodological support on training and continuous performance monitoring through an evaluation system. When necessary, trainers are selected and briefed to address regional challenges.

> Prof. Jose Gomez-Ibanez from Harvard University at Leaders in Urban Transport Planning Programme
STRATEGIC PARTNERSHIPS

> International Organisations
UITP partners the World Bank for the organisation of the LUTP - Leaders in Urban Transport Planning Capacity Building Programme and the development of case studies. UITP also collaborates closely with the World Bank and UNDP for the organisation of new training programmes.

> Academic Organisations
UITP’s Academic Network consists of international universities specialised in the field of transport, which are consulted for the development of our programmes. Recently, partnerships were established with Oxford University and the École Polytechnique of Lausanne.

> Regional Partnerships
UITP established two regional Centre for Transport Excellence in Dubai and Singapore to boost regional research and training:

- UITP MENA Centre for Transport Excellence in partnership with Dubai Roads and Transport Authority (RTA)
- UITP Asia Pacific Centre for Transport Excellence in partnership with Singapore Land Transport Authority (LTA)
UITP has the unique capability to provide training programmes with a fully international perspective offering employees from any country to meet, exchange and learn from experienced trainers, transport professionals, experts and their peers from all over the world.

I am therefore pleased to endorse our UITP training programmes as excellent opportunities to discover the latest innovations shaping the industry, to broaden knowledge of specific topics and learn from best practice.

Sir Peter Hendy CBE, Commissioner, Transport for London, UK
UITP President (2013-2015)

Highly trained, professional and competent people are central to and critical in delivering world class transport infrastructure, systems and services.

The MENA Centre for Transport Excellence was established as a cooperation between UITP and RTA and is a globally recognised organisation in transport development, promotion of transport and its benefits to economies, societies and individuals.

RTA, as a leader in all modes of transport, works closely with UITP to ensure the benefits of a well-trained workforce developed through training programmes which are professionally delivered.

H.E. Mattar Al Tayer, Chairman of the Board and Executive Director, Roads and Transport Authority, Dubai, UAE

JR East, as one of the largest and most experienced rail operator in the world, is able to provide outstanding technical expertise in the sector of rail transport. This is why I am entirely supportive of the development of the UITP Training Programmes and I strongly believe in its importance to make public transport employees more knowledgeable and aware of rail practice throughout the world.

Masaki Ogata, Vice-Chairman, JR East, Japan
UITP President-Elect (2015-2017)
A WORLDWIDE PARTICIPATION
Visit us on: www.uitp.org/training

CONTACT US FOR MORE INFORMATION ON OUR TRAINING PROGRAMMES

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