A GUIDE TO OUR TRAINING PROGRAMMES
FOR PUBLIC TRANSPORT PROFESSIONALS WORLDWIDE
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 53 different countries and attracting participants from not less than 900 organisations. The training portfolio also expanded and includes now over 50 topics. 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!

Mohamed Mezghani
Secretary General
International Association of Public Transport (UITP)
Countries which hosted UITP training programmes since 2005.

> More than 900 companies sending delegates to UITP trainings

> UITP organised trainings in 53 different countries

> More than 200 trainers delivered UITP training sessions

UITP TRAINING PROGRAMMES WORLDWIDE

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.

> UITP provides participants with the opportunity to develop and internalise practical skills and specialised knowledge for professional enhancement.
MORE THAN 130 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 1400 member organisations worldwide.

> 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

A STIMULATING METHODOLOGY

- 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

- RAIL OPERATIONS MANAGER
- EXPERT
- PLANNER
- COMMERCIAL MANAGER
- BUSINESS DEVELOPER
- BUS SERVICE MANAGER
- URBAN MOBILITY ADVISOR
- PROJECT MANAGER
- TRANSPORT ENGINEER
- EXECUTIVE
- HEAD OF SALES AND TICKETING
- MARKETING DIRECTOR
- LEGAL ADVISOR

[Image of a network diagram with various roles connected]
UITP OPEN-ENROLLMENT PROGRAMMES

Open-Enrollment Programmes 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-Enrollment Programmes

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

UITP ON-DEMAND PROGRAMMES

Adapted to the needs of your company

With UITP on-demand 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 On-Demand Programmes

> 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

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

Contact us for more information on our on-demand programmes
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.

Planning, Operations, Infrastructure
- Bus Network Design and Route Planning
- Public Transport Operation Planning and Execution
- Public Transport Maintenance and Asset Management
- Planning, Design and Construction of Urban Rail Systems
- Planning, Design and Building New Bus Depots
- Procurement and Commissioning of Buses
- Urban Rail Operation & Maintenance
- Accessibility
- Public Transport and Mega Events
- Service Quality & Excellence
- BRT and Bus Priority Schemes
- Bus Planning & Scheduling
- Parking Management

Innovation and Technology
- Ticketing and Fare Management
- ICT and Smart Mobility
- New Mobility Services: App Based On-Demand Mobility, MaaS, Autonomous
- Electric Buses
- Automated Metro
- Business Intelligence, Big and Open Data
- Transport Network Companies (TNCs)
- Taxi and Mobile Apps, Sharing Economy and Innovation
- Mobility as a Service (MaaS)
- Autonomous Mobility

Security & Safety
- Emergency Preparedness & Crisis Management
- Security & Risk Assessment
- Safety & Accident Prevention
- Cyber Security

Marketing & Design
- Marketing & Communication
- Information Design, Signage and Wayfinding

Senior Management & HR
- Leaders in Urban Transports
- Diploma Programme for Managers in Public Transport (yearlong course)
- Human Resources Management

Policy, Planning, Funding & Regulation
- Urban Mobility Planning
- Urban Transport Pricing
- Integration of Urban Planning and Public Transport
- Funding, Financing and PPPs
- Regulation and Contracting in Public Transport
- Formalisation of Informal Transport
- Regulation and Operations of Taxi Transport

Fundamentals programmes
- Public Transport Fundamentals
- Bus Transport Fundamentals
- Urban Rail Transport Fundamentals
- Taxi Transport Fundamentals
- Fundamentals of Public Transport Organising Authorities
- Fundamentals of Trolleybus Systems

Diploma programmes
- Diploma Programme for Managers in Public Transport (yearlong course)
- Bus Diploma Programme
- Diploma Programme on New Mobility Services

Other training programmes
- Public Transport Development Programme (with Job Attachment)

E-LEARNING

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 class room 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. UITP provides a Trainer Qualification Scheme to increase the number of trainers and their expertise, and diversify their origins and languages.

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, UNEP 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, the École Polytechnique of Lausanne and the EU Business School.

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)

> Prof. Jose Gomez-Ibanez from Harvard University at Leaders in Urban Transport Planning Programme
Digitalisation requires new competences in the sector and therefore triggers an urgent need for public transport professionals to upgrade their knowledge. The UITP Centre for Training can be praised for developing courses which integrate the use of new technologies and the way they transform the public transport sector, whether it be from operational, marketing, service or planning perspectives. FGC works closely with UITP to ensure the benefits of a well-trained workforce, developed through training programmes which are professionally delivered.

Pere Calvet, General Manager of Ferrocarrils de la Generalitat de Catalunya (FGC), Barcelona, Spain and UITP President

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 Honorary President

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, Chair, Network Rail Infrastructure Limited, UK, UITP Honorary President
A WORLDWIDE PARTICIPATION