WHAT TO EXPECT

The UITP Academy delivers a wide range of training programmes for all public transport and urban mobility stakeholders worldwide. Our training programmes are exclusively based on international expertise and practice.

► Comprehensive teaching with classroom modules

► International expert trainers with extensive experience in public transport management and operations

► Case Study Teaching using cases from Harvard Business Publishing

► A mix of theory, best practices, workshops and technical visits

► Interactive sessions with small groups of about 25 participants

BENEFITS

✓ Improve your background knowledge

✓ Broaden your skills through best practice and on-the-ground experience sharing

✓ Learn from others through exchange and interaction

✓ Meet your peers and develop your network

“This course can be recommended to all transport authorities and it will definitely help to improve service to their customers.”

Jeff Ngcobo, City of Johannesburg, UITP Training Programme on Quality and Service Excellence, 2019

Average satisfaction rate 9/10

COUNTRIES

57
TYPES OF TRAINING PROGRAMMES

OPEN-ENROLLMENT
Regular sessions open to everyone and held across the world

ON-DEMAND
Convenient and customised programmes at an advantageous rate!

DIPLOMA PROGRAMME FOR MANAGERS IN PUBLIC TRANSPORT

Our flagship programme, existing for more than 10 years, is an expert-level yearlong course composed of three modules in three different countries. It includes additional online sessions (e-learning) organised between the classroom modules.

The UITP Academy also offers other Diploma Programmes, combining different courses within a specific field of interest.

“A great opportunity to connect with peers on an international level, learn about the mobility characteristics of other cities and exchange knowledge with UITP experts in workshops and interactive tutorials.”

Caroline Haseke, RATP Dev Transdev Asia, UITP Diploma Programme for Managers in Public Transport, 2017-2018
A WIDE RANGE OF TRAINING PROGRAMMES

PLANNING, OPERATIONS, INFRASTRUCTURE

- Accessibility
- Crowd Management
- Public Transport Operations Planning and Execution
- Lean 6 sigma and Cost Management
- Public Transport and Mega Events
- Public Transport Maintenance and Asset Management
- Procurement and Commissioning of Buses
- Planning, Design and Building New Bus Depots
- Bus Planning & Scheduling
- BRT and Bus Priority Schemes
- Bus Network Design and Route Planning
- Standardised on Road Test Cycles for Buses (SORT)
- RAMS (Reliability, Availability, Maintainability & Safety) for urban rail
- Planning, Design and Construction of Urban Rail Systems
- Urban Rail Operations & Maintenance
- Service Quality & Excellence

For the latest updates or any information:
uitp.org/training

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**TAXI INNOVATION IN BUS AND RAIL TECHNOLOGY**

- Automated Metros
- Electric Buses
- Electromobility
- ICT and Smart Mobility
- Mobility as a Service (MaaS)
- Ticketing and Fare Management
- Blockchain
- Business Intelligence, Big and Open Data
- Artificial Intelligence
- Innovation in Ticketing and Account-based Ticketing

**SECURITY & SAFETY**

- Cyber Security
- Emergency Preparedness & Crisis Management
- Safety & Accident Prevention
- Security & Risk Assessment
- Anti-terrorism
- Bus driver management to enhance safety

**NEW MOBILITY SERVICES**

- New Mobility Services: App Based On-Demand Mobility, MaaS, Autonomous
- Taxi and Ride-hailing apps
- On-demand Buses and Shared Services
- Autonomous Mobility

**TAXI**

- Managers in Taxi Transport
- Regulation and Operations of Taxi Transport

**MARKETING, TRAVEL INFORMATION, COMMUNICATION**

- Travel Information Design, Signage and Wayfinding
- Marketing & Communication
- Revenue Optimisation and Marketing
In order to best address the needs of our global membership, UITP is establishing several regional training centres in collaboration with UITP members.

Hamburg, Germany
Istanbul, Turkey
Karlsruhe, Germany
Madrid, Spain
Moscow, Russian Federation
Paris, France
Santiago, Chile
Shenzhen, China

UITP partnered with international organisations, world-renowned universities and business schools to organise different training programmes.

THE WORLD BANK
UN environment
UNDP
TU Delft
Business School

WINNER
OF BEST ASSOCIATION TRAINING INITIATIVE

THE EUROPEAN ASSOCIATION AWARDS 2019
UITP (International Association of Public Transport) is a passionate champion of sustainable urban mobility and is the only worldwide network to bring together all public transport stakeholders and all sustainable transport modes. UITP has more than 1,800 member companies in 100 countries.