

# MIDAS<sup>®</sup>

MINIBUS DRIVER AWARENESS SCHEME

## Information Pack



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# Welcome to MiDAS

MiDAS is the **Minibus Driver Awareness Scheme**, which has been the **gold standard** for **enhancing the safety and care of passengers for 30 years**. The scheme provides a nationally recognised standard for the assessment and training of drivers to ensure that they have the skills and knowledge to provide **safe, legal and comfortable** journeys to passengers.

## Safe

Drivers are equipped with the **skills and knowledge** to put **passenger safety at the centre of every journey**.

## Legal

Drivers learn the **legal responsibilities** of providing passenger transport, ensuring that their **journeys are compliant**.

## Comfortable

Drivers **understand how their actions impact the experience of passengers**, ensuring passenger journeys are **accessible, inclusive and comfortable**.

## Our courses

### MiDAS Standard

Core training for anyone who drives a minibus as part of their role.

Online theory

Individual Practical Session

Driving Assessment

### MiDAS Accessible

Additional training for drivers responsible for transporting disabled passengers.

(MiDAS Standard is a prerequisite)

Accessible theory (Classroom)

WTORS Practical Session

WTORS Assessment

\*WTORS = Wheelchair Tie-Down and Occupant Restraint Systems

## Refresher

A MiDAS certificate lasts for 4 years. By undertaking a MiDAS Refresher course, a driver can renew their certificate for a further 4 years. From 2nd January 2024, all drivers will complete the full course, so **Refresher courses will not be launching until late 2027**.

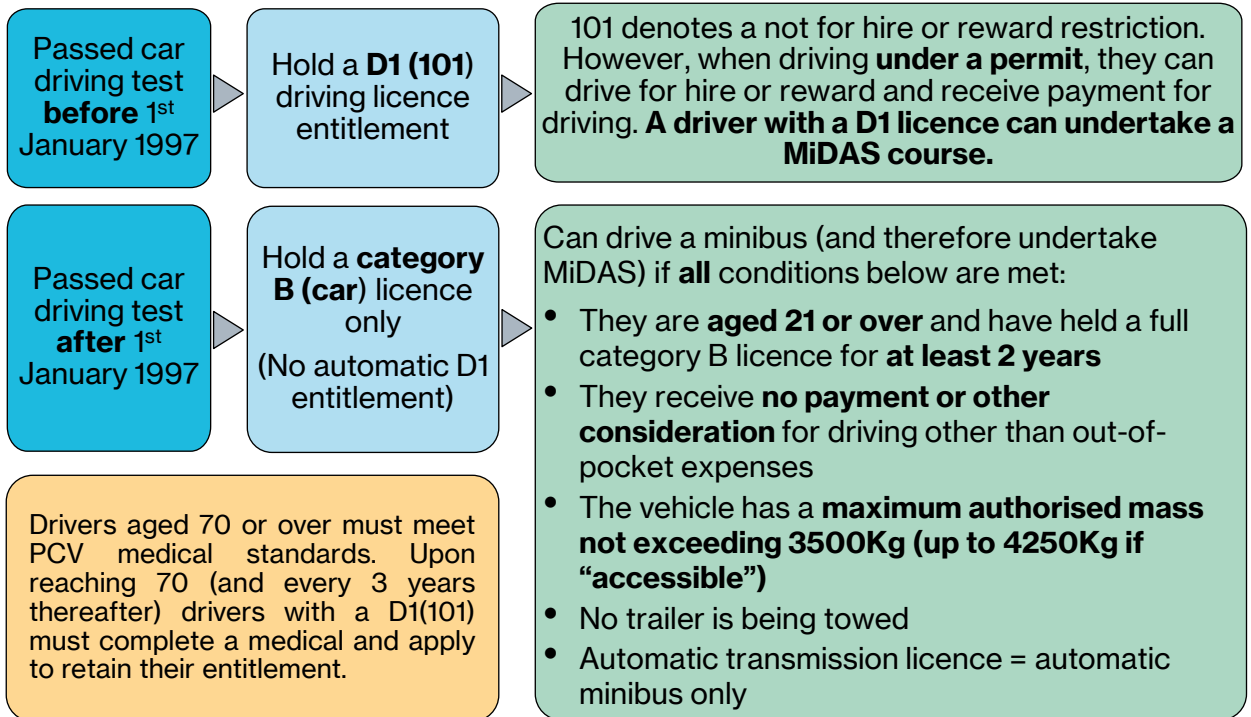
## Driver Assessor Training

DA training develops the skills and knowledge required to deliver MiDAS Standard and Accessible courses for drivers. The course is delivered over 2 days, with an additional day for candidates who would also like to deliver the MiDAS Accessible module for Drivers.

# Who can undertake MiDAS?

In order to take part in any MiDAS course, drivers must be legally entitled to drive a minibus. **You should ensure that you understand the requirements before organising a course.** A Driver Assessor will also check the driver's licence and the vehicle being used before an assessment. **A MiDAS certificate does not change a driver's legal entitlement to drive a minibus.**

## Driver licence requirements (GB)



## Driver licence requirements (NI)

In Northern Ireland, the D1 entitlement granted before 1997 is restricted to NFHR (not for hire or reward). This restricts drivers to only driving a minibus on behalf of a **non-commercial body** for **social purposes**. It must be driven on a **voluntary basis** with the driver having a **personal connection** to the organisation. For drivers with a category B licence, these conditions also apply in addition to the list of category B conditions above.

**In the majority of cases and where a driver receives payment, a minibus driver in Northern Ireland is required to hold a full category D1 licence and driver qualification card (DQC). If you online drive a minibus as part of your employment, even if it is incidentally, this still applies.**

# How does MiDAS work?

If you would like to access MiDAS for your organisation, there are two options, depending on your needs.

## Find a provider

There are **hundreds of organisations across the UK who can deliver MiDAS courses**. We recommend **contacting a few different providers** in your area as availability and costs can vary. Prices can vary depending on the number of people being trained, the modules required and your location. **All of details and arrangements for your course will be organised directly with your chosen provider**, including access to the online theory course if completing MiDAS Standard or Accessible.

## Become a provider

Rather than accessing courses through an existing provider, **you may want to be able to deliver MiDAS yourselves**. This can be a good option particularly if you have a large number of people requiring training or if you struggle to find an existing provider close to you. It also allows you to deliver courses to other organisations in your area. **To deliver MiDAS, you need to have a Driver Assessor**. Driver Assessor Training can be accessed through our network of Approved Training Centres.

## Find a provider

On our website, you can explore our list of MiDAS providers.

You can **discuss your requirements with your chosen provider** and **book convenient appointments** for your drivers to attend their Individual Practical Sessions and Driving Assessments. If you are completing the MiDAS Accessible, you'll also need to agree a time to bring all your drivers together for the classroom-based theory and practical skills assessment.

Once everything is organised, **your MiDAS provider will give everyone receiving training access to the online theory course**. The theory assessment at the end of the online course must be passed before the any other training takes place.

Following the course, drivers **will be able to download their certificates** through their online account.

**Don't forget to [register with MiDAS](#)!** All organisations undertaking any of the courses under the MiDAS umbrella need to be registered with us. This ensures that we can keep **accurate certificate records** and helps to **maintain MiDAS as a nationally recognised scheme**. **MiDAS registration is free of charge** and is different from applying to be a CTA member. **You can find out more about CTA membership, [here](#).**

## Become a provider

You can find out more about the requirements for becoming a MiDAS Provider and training your own Driver Assessor below.

### Understand your responsibilities

#### In order to deliver MiDAS, your organisation must:

- Be passionate about passenger safety
- Be committed to maintaining and supporting the MiDAS Standard – Safe, Legal, Comfortable
- Have a Driver Assessor

#### There's some more practical responsibilities too – You must:

- Have policies and procedures in place to ensure that anyone undertaking a MiDAS course with your organisation is treated equally and is not discriminated against. This includes being able to provide reasonable additional support or assistance to candidates where required
- Ensure that any records you keep are in line with your privacy policy
- Ensure that suitable training venues, vehicles and equipment are used
- Ensure that there are effective processes in place to quality assure the courses being delivered by your Driver Assessor(s)
- Ensure that appropriate insurance is in place such as employer's liability cover and professional indemnity cover.

### Identify a suitable candidate to train as a Driver Assessor

One of the key requirements of becoming a MiDAS Provider is to have a Driver Assessor (DA). Becoming a DA involves an intensive course delivered over 2 days, with an additional day for candidates who would also like to deliver the MiDAS Accessible module for Drivers. Candidates must be able to demonstrate the following competencies:

#### General requirements

- Passionate about passenger safety and supportive of the MiDAS approach to minibus safety
- Commitment to equality, diversity and inclusion
- Ability to communicate effectively
- Understanding of minibus legislation, health and safety legislation and the Highway Code

#### Driving experience

- Current MiDAS Standard certificate (desirable)
- Current driving licence and recent minibus or large vehicle driving experience

#### Assessment and demonstration skills

- Ability to assess competence against given criteria
- Ability to provide accurate feedback
- Ability to recognise unsafe or incorrect practice
- Ability to demonstrate good practice

#### Disability Awareness (for those wishing to deliver the Accessible MiDAS course)

- Knowledge of minibus passenger safety issues for disabled people
- Recent and regular experience of assisting people with disabilities (including wheelchair users) to travel by accessible vehicle.

### Contact one of our Approved Training Centres

Driver Assessor Training is exclusively delivered by our network of CTA Approved Training Centres. [You can find a list of our Training Centres on our website.](#) Contact them directly to find out more about course dates and prices.

## Course details

# MiDAS Standard

Online theory

Individual Practical Session

Driving Assessment



Online, self-paced



90 minutes



Theory assessment

Prepare for the practical

Your MiDAS Provider will organise access to the online theory course. This is interactive and engaging E-Learning, covering the legal responsibilities of drivers and the essential theoretical knowledge needed to provide safe, legal and comfortable journeys. Your learners will receive an email from [training@ctauk.org](mailto:training@ctauk.org) with a link to create an account and access the theory course. Drivers can go through the modules at their own pace. The modules do not have to all be completed in one go. At the end there is a theory assessment. This involves 20 multiple choice questions. The pass mark is 80% (16/20). Drivers have 3 attempts to pass a theory assessment. If a driver does not pass after 3 attempts, you can speak to your Driver Assessor about next steps.

## Module 1 - Introduction to MiDAS

To understand what the course entails and how to navigate it.

## Module 2 – The Minibus

To understand how to define a minibus and to recognise when a permit is required.

## Module 3 - Driver Licensing

To understand what types of minibus and journeys your licence entitles you to drive and what your licensing responsibilities are.

## Module 4 – Minibus Driving Tips

To understand how to adapt car driving skills to a larger vehicle to promote safe, legal and comfortable journeys.

## Module 5 - Reversing & Manoeuvring

To gain an understanding of the important rules and safety-guidelines to follow when reversing or manoeuvring.

## Module 6 - The Journey

To understand the steps you need to take before, during and after driving a minibus.

## Module 7 – Legal Responsibilities

To understand the legal responsibilities in relation to driving a minibus.

## Module 8 - Breakdown, Collision & Evacuation Procedures

To be confident in handling emergency situations relating to breakdowns, collisions and evacuation procedures.

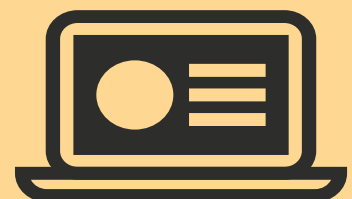
## Module 9 – Theory Assessment

To check the learner's understanding of the theory content.

## Module 10 – Next Steps

To understand what happens before, during and after your Driving Assessment.

The online theory course is designed to be as accessible as possible with easy navigation, plain language and a range of interactive activities. However, we know that some learners may need additional support. Some organisations arrange for learners to complete the course at their base so that there is someone available to help if they get stuck or have any questions. Some also bring learners together so that they can go through the course in a group with each learner still completing the course on their own device.





# MIDAS Standard

Online theory

## Individual Practical Session

Driving Assessment



One to One









Up to 45 minutes depending on driver



Review the driver's online learning

Prepare for the Driving Assessment

Once a driver has passed their online theory assessment, the next step is the **Individual Practical Session**. The outline below provides a framework for all the elements that should be included. Suggested **timings have been given as a guide**, however, the session is **designed to be tailored to the needs of each driver** so the amount of time taken on each section will vary. For example, if the assessment is taking place in a vehicle that the driver is experienced at driving, less time may be spent on vehicle familiarisation and there may be no need for a demonstration drive. The main aim of this session is to **review the driver's online learning and to help them prepare for their driving assessment**.

<b>Introductions and background</b>	Drivers will be asked about their minibus driving experience and their driving role. This will help to inform the questions they are asked throughout the assessment and gauge the level of support that they might need.	 10 minutes
<b>Feedback from the online theory</b>	Drivers will have an opportunity to discuss any questions or challenges relating to the online theory course.	 10 minutes
<b>Licence, insurance and eyesight checks</b>	Before driving the vehicle, the Driver Assessor will ensure that the driver holds the correct driving licence entitlement and will conduct an eyesight check.	 5 minutes
<b>Vehicle familiarisation</b>	The Driver Assessor will ensure that the driver is familiar with the basic driving controls.	 10 minutes
<b>Show me / tell me questions</b>	Based on their background and experience, the driver will be asked some Show me / tell me questions. These questions are available to the driver in advance.	 5 minutes
<b>Demonstration drive</b>	Opportunity to help the driver feel more at ease, if required.	 5 minutes

Total: Approx 45 minutes per driver

# MiDAS Standard

Online theory

Individual Practical Session

Driving Assessment



One to One



Approx 45 minutes (minimum 30 minutes of assessed driving)



Drivers assessed to the MiDAS Standard – Safe, Legal, Comfortable

The framework below outlines the key requirements of a MiDAS Assessment. A driving assessment is usually delivered immediately after the Individual Practical Session. There are only two constituent elements to the MiDAS “Pass/Fail” criteria. There should never be any “borderline” passes. A driver will fail a MiDAS Assessment where they:

**Commit a major driving fault at any point during the assessment.**

**Commit the same minor driving fault three or more times during the second part of the driving assessment**

## Part 1

Part 1 is 15 minutes of assessed driving. During this time, only major faults are formally counted. Driver Assessors will note down any minor faults to feedback.



15 minutes

## Half time feedback

This is an opportunity for the driver to receive feedback before moving onto the second part of the assessment.



10 minutes

## Part 2

A further 15 minutes of assessed driving. During this part of the assessment, any minor faults are formally noted, as well as any major faults. Drivers will also be asked to complete at least 1 reversing manoeuvre.



15 minutes

## Result and feedback

Following the completion of the assessment, Driver Assessor will tell the driver their result and provide feedback.



5 minutes

**Total: Approx 45 minutes per driver**

Following the Driving Assessment, a driver’s result will be uploaded to our online system (usually within 10 working days). Drivers will then receive an email letting them know that your certificate is available to download. For drivers completing MiDAS Accessible, they will not receive your certificate until they have also completed the accessible training.

# MiDAS Accessible

Accessible theory

WTORS Practical

WTORS Assessment

**Only learners completing MiDAS Accessible complete this part of the training.**

Following the completion of MiDAS Standard, there is an additional module available for the drivers responsible for driving Accessible vehicles.

## Accessible Theory (Classroom)

A classroom based session which covers:

- Providing passenger support and assistance
- Safe use of Passenger Lifts and ramps
- Safe use of wheelchair tie-downs and occupant restraint systems (WTORS)

This also includes a 10 question multiple choice theory assessment (pass mark 80%).



2 hours  
30 minutes

## Practical Demonstration (Minibus based)

A practical demonstration from a Driver Assessor showing best practice of the use of a Passenger Lift (or ramp) and WTORS. Depending on the experience of the driver, this may also include additional time for supervised practices prior to the assessment.



30 minutes

## WTORS Assessment\* (Minibus based)

An assessment of a driver's ability to demonstrate safe practice when using a Passenger Lift (or ramp) and WTORS.

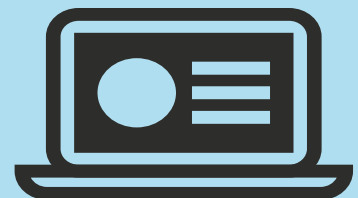


20 minutes  
per driver

*\*The WTORS (Wheelchair Tie-Down and Occupant Restraint Systems) Assessment may be delivered in small groups (max 4) – for example in the afternoon following the delivery of the theory and demonstration in the morning. Or it may be delivered on a 1 to 1 basis following a driving assessment.*

To undertake the Accessible module, drivers must also be undertaking the MiDAS Standard course. If a driver is completing the Accessible Module, they will only receive their **certificate once they have completed all elements of the course.**

**We are currently reviewing the MiDAS Accessible module and will be updating the delivery model in Spring 2025.**



# Driver Assessor Training



Classroom based



2 days  
(+1 day for Accessible)



Certificate valid for 2 years

Can be refreshed with a 1-day refresher course

**Driver Assessors are responsible for helping to maintain the nationally recognised MiDAS Standard** by ensuring that **all drivers with a MiDAS certificate** can demonstrate the **skills and knowledge to provide safe, legal and comfortable journeys to passengers**. They must ensure that **all drivers, regardless of their background and experience**, are **fairly and consistently assessed** using the MiDAS framework. This brings a **high level of responsibility**. Driver Assessor Training is therefore **intensive and requires a high level of commitment**. Candidates should review the requirements of a Driver Assessor before undertaking a course.

## Day 1

- MiDAS Structure
  - Individual Practical Session for MiDAS Drivers
  - Licence Checks
  - MiDAS Driving Assessment
  - MiDAS Pass/Fail Criteria (Measuring “Safe, Legal & Comfortable”) Common Minibus Driving Faults
- Prior to starting the course, candidates will complete the online driver theory course if they haven't completed it previously.

## Day 2 (On-road)

- Driving fault identification and analysis
- Constructive driving feedback
- Driving Assessment
- Appraisal of Assessment Skills

## Day 3 (Optional)

- Passenger awareness and assistance
- Using passenger lifts and ramps
- Assisting passengers who travel in their wheelchairs
- MiDAS Accessible Assessments

### In order to pass, candidates will be assessed on their ability to:

- Demonstrate effective feedback techniques and accurate assessment scoring
- Pass a multiple choice theory assessment with a mark of at least 80%
- Meet the MiDAS Driving standard
- Demonstrate the ability to accurately assess a driver using wheelchair tie down and occupant restraint systems (Accessible only).