

v1.5

MIDAS[®]

MINIBUS DRIVER AWARENESS SCHEME

Information Pack



Hampshire
County Council

cta
community transport
association

Exclusive discounts on your insurance

CTA is thrilled to be working with **Business Choice Direct (BCD)** as our official insurance partner. As part of this, BCD are able to secure exclusive discounts with certain insurers for organisations who use MiDAS certified drivers.



Business Choice Direct
Insurance Services

[Click here to contact BCD to find out more and get a quote](#)

Or call 03300 433 785

Join CTA to unlock even more benefits

The Community Transport Association is a UK member-based charity providing leadership, training, advice, and operational support to transport related charities, community groups and social enterprises in England, Scotland, Wales, and Northern Ireland.

You do not need to be a CTA member to undertake MiDAS. However, there are lots of benefits, including access to advice, support, events, and discounted training.



[Click here to see the full list of benefits](#)

Contents

Overview of our courses

4

Who can undertake MiDAS?

5

How does MiDAS work?

6

Course details

8

MiDAS Standard

9

Online theory

10

Individual Practical Session

11

Driving Assessment

12

MiDAS Accessible

13

Online theory

14

Practical Skills Session

15

Practical Skills Assessment

16

Driver Assessor Training

17

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 and passenger assistants to ensure that they have the skills and knowledge to provide **safe, legal and comfortable** journeys to passengers.

Safe	Legal	Comfortable
Drivers and PAs are equipped with the skills and knowledge to put passenger safety at the centre of every journey .	Drivers and PAs learn the legal responsibilities of providing passenger transport, ensuring that their journeys are compliant .	Drivers and PAs understand how their actions impact the experience of passengers , ensuring passenger journeys are accessible, inclusive and comfortable .

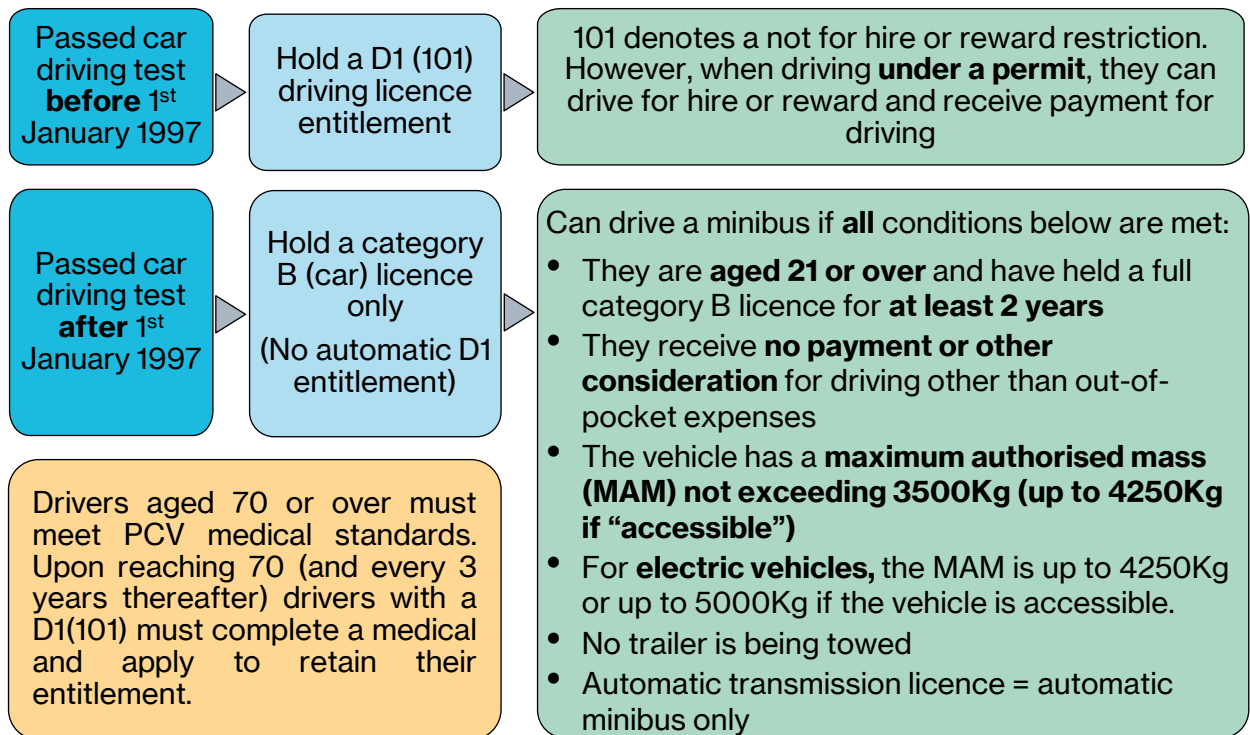
Our courses

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)	Online theory → Practical Skills Session → Practical Skills Assessment
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.
PATS & Car and MPV	PATS is the Passenger Assistant Training Scheme and is for anyone who has care or supervision responsibilities of passengers travelling by road. Car & MPV is similar to MiDAS but is adapted for drivers of smaller vehicles. Both of these schemes fall under the MiDAS umbrella and are currently under review as part of the next phase of the transformation.

Who can undertake MiDAS?

In order to take part in a MiDAS driver or DA 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 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 (where applicable).

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 times for sessions to take place**. For MiDAS Standard, this will just be an appointment for each individual to attend their Individual Practical Sessions and Driving Assessments. For other courses, you will also need to agree a time to bring all delegates together for the classroom-based theory and practical skills assessments.

If you are completing MiDAS Standard or Accessible, 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 a MiDAS Standard or Accessible course, delegates **will also be able to download their certificates** through their online account. For other courses (PATs and Car and MPV), delegates will be issued with a physical certificate.

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. DAs are able to deliver the MiDAS Standard and Accessible courses.

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 Overview

MiDAS is the gold standard training scheme for minibus drivers in the community transport sector and beyond, ensuring that minibus drivers are able to provide safe, legal and comfortable journeys. It is suitable for anyone who is required to drive a minibus as part of their role. The Standard course consists of 3 elements.

Standard Theory (Online)	A series of interactive and engaging eLearning modules covering the roles and responsibilities of minibus drivers. This also includes a 20- question multiple choice theory assessment (pass mark 80%).	 90 minutes
Individual Practical Session (Minibus based)	A session tailored to the needs of each driver, allowing them to ask any questions following their online learning and to prepare for undertaking the driving assessment.	 45 minutes
Driving Assessment (Minibus based)	An assessment of a driver's ability to meet the MiDAS driving standard.	 45 minutes

The Individual Practical Session and Driving Assessment are delivered on a one-to-one basis.

Upon completion, drivers are issued with a certificate which lasts for 4 years. Drivers may also go on to complete the Accessible module.

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 with a link to create an account** and access the theory course. **Drivers can go through the modules at their own pace.** They 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. 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.

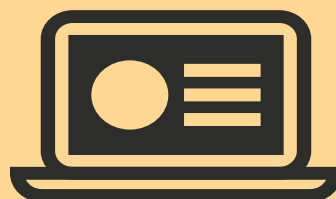
Module 9 – Theory Assessment

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.





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**.

Introductions and background	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
Feedback from the online theory	Drivers will have an opportunity to discuss any questions or challenges relating to the online theory course.	 10 minutes
Licence, insurance and eyesight checks	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
Vehicle familiarisation	The Driver Assessor will ensure that the driver is familiar with the basic driving controls.	 10 minutes
Show me / tell me questions	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
Demonstration drive	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, the 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 Overview

MiDAS Accessible is additional training for drivers who are responsible for transporting disabled passengers. MiDAS Standard is a prerequisite.

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

Accessible Theory (Online)

A series of **interactive and engaging eLearning modules** which cover Passenger Centred Journeys, boarding and alighting and the use of specialist accessible equipment. This also includes a **10- question multiple choice theory assessment** (pass mark 80%). These modules follow on from the MiDAS Standard theory modules.



90 minutes

Practical Skills Session (Minibus based)

Opportunity to **discuss the online theory**. Includes a **demonstration** from a DA showing best practice of the use of a Passenger Lift or ramp and WTORS. Additional **time for supervised practices** may be required for delegates who are less experienced.



60 minutes

Practical Skills 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 Practical Skills Session and Assessment may be delivered in small groups (max 3). It may be delivered on a 1 to 1 basis following a driving assessment.

MiDAS Accessible

Accessible theory

Practical Skills Session

Practical Skills Assessment



Online, self-
paced



90 minutes



Theory assessment

Prepare for the
practical

The online Accessible modules follow the Standard modules. In most cases, learners will complete all the online modules (both Standard and Accessible) before attending their practical sessions.

Drivers do not have to have completed their driving assessment before they complete the online Accessible modules. However, they do need to have been completed before being issued with a certificate.

The online modules do not have to all be completed in one go. At the end there is a theory assessment. This involves 10 multiple choice questions. The pass mark is 80% (8/10). Drivers have 3 attempts to pass. If a driver does not pass after 3 attempts, their account can be reset so that they can go through the course again and reattempt. Before doing so, your MiDAS Provider will discuss any additional support that the driver might need.

A learner must pass the theory assessment before they attend their practical.

Passenger Centred Journeys

Demonstrating the impact of safe, legal and comfortable journeys on passengers and the vital role that drivers play.

MiDAS Accessible

Guidance for ensuring safe, legal, and comfortable journeys including planning, reporting, and using specialist equipment.

Theory Assessment

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

Next Steps

To understand what happens before, during and after a Practical Skills Session.

MiDAS Accessible

Accessible
theory

**Practical
Skills
Session**

Practical
Skills
Assessment



Groups up
to 3



Up to 60 minutes
depending on group



Review the driver's
online learning

Prepare for the Practical
Skills Assessment

Once a driver has passed their online Accessible Theory Assessment, the next step is the **Practical Skills 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 drivers are experienced and regularly use accessibility equipment then they may need less time for supervised practices. The main aim of this session is to **review the driver's online learning** and to **help them prepare for their Practical Skills Assessment**.

Introductions and background

Learn more about the driver(s) and their experience of using accessibility equipment. This will help to inform how detailed your demonstration should be and gauge the level of prompting that they might need.



5 minutes

Feedback from the online theory

Provide the driver(s) with an opportunity to discuss any questions or challenges relating to the Accessible modules of the online theory course.



5 minutes

Equipment familiarisation

Provide an overview of the vehicle's ramp or lift, WTORS, and the wheelchair which will be used during the assessment.



5 minutes

Demonstration

Demonstrate safe practice when using a Passenger Lift (or ramp) and WTORS. Pause to answer questions where appropriate.



15 minutes

Supervised practice

Allow sufficient time for each driver to practice. Time will vary depending on the experience of the driver(s). Provide prompts throughout as appropriate.



30 minutes
(or as required)

Total: Approx 60 minutes

MiDAS Accessible

Accessible
theory

Practical
Skills
Session

Practical
Skills
Assessment

Following the completion of the Practical Skills Session, drivers must pass a Practical Skills Assessment. This consists of drivers demonstrating that they can complete 3 elements:

Passenger lift or ramp

Assist a wheelchair user to board and alight from a minibus using a passenger lift or ramp.

Wheelchair Tie- Down Equipment

Secure a passenger's wheelchair in the minibus before a journey and release it afterwards.

Occupant Restraint System

Assist a passenger to fit a safety belt or harness before a journey and assist them to remove it afterwards.

Driver Assessors may “prompt” drivers during the assessment (*rather than waiting until the end where any minor mistakes are made*). However, **they will not issue advice or instruction**. The driver should be able to **self-identify and correct any minor mistakes themselves**. The DA may also prompt them to consult and follow the manufacturer's instructions.

Drivers are given a pass or fail in relation to each key element. A result is considered in relation to the following criteria:

- The driver's ability to self-identify and correct errors
- The driver's ability to identify and correct errors following a prompt
- The accuracy to which manufacturer's instructions are followed
- The effectiveness of communication with the passenger

Where a fail is given in any one of the 3 elements then a certificate should not be issued until shortcomings have been resolved, and another complete assessment is satisfactorily completed.

An assessment should usually last **around 20 minutes per driver**. Less experienced drivers may need more time. The assessment report form is available in your online account.

If the driver does not meet the pass criteria, they should not be responsible for transporting wheelchair passengers without supervision until they have undertaken further supervised practice and a reassessment. **There should be no borderline passes**. If a driver repeatedly fails to demonstrate safe practice despite extensive supervised practice, advise their manager for further action. **When issuing a certificate, you should be confident in the driver's ability to identify risks and follow a safe system of work without supervision.**

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).