

# TRAINING SERVICES



## 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
- ▶ Multi-Channel Learning: In-Person, Virtual Classroom, Online and Blended.



**58**  
COUNTRIES



*“The UITP Online Training Programme is one of the most valuable ways to know what the operators and authorities are doing about urban mobility and public transport. It doesn’t matter in which fields. When you receive some offers like this from UITP, you can be sure that you will have **good results in your investments.**”*

Renata Verissimo, Metrô de São Paulo, Brazil, UITP Training Programme on Marketing and Communication, 2020



Average satisfaction rate  
**9/10**

## 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

## TYPES OF TRAINING PROGRAMMES



### OPEN-ENROLLMENT

Regular sessions open to everyone and held across the world



### IN-HOUSE

Convenient and customised programmes at an advantageous rate!



### E-LEARNING

A new Learning Management System

## DIPLOMA PROGRAMME FOR MANAGERS

### IN PUBLIC TRANSPORT

Our flagship programme, existing for more than 20 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.



***“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



©Pixel-Shot

# A WIDE RANGE OF TRAINING PROGRAMMES



## PLANNING, OPERATIONS, INFRASTRUCTURE

**+60** TOPICS  
ON URBAN MOBILITY



- 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/uitp-academy](http://uitp.org/uitp-academy)



 **+ 1,000**  
**COMPANIES**  
SENDING PARTICIPANTS



## SECURITY & SAFETY

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



## 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



## 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



## SENIOR MANAGEMENT & HUMAN RESOURCES



Human Resources Management



Leaders in Urban Transport



## POLICY, PLANNING, FUNDING & REGULATION



Formalisation of Informal Transport



Urban Transport Pricing



Funding, Financing and PPPs



Congestion Charging and Traffic Management



Regulation and Contracting in Public Transport



Transit Oriented Development (ToD)



Urban Mobility Planning



Parking Management



## FUNDAMENTALS PROGRAMMES



**+300**  
EXPERT  
TRAINERS



Bus Transport Fundamentals



Taxi Transport Fundamentals



Fundamentals of Public Transport Organising Authorities



Public Transport Fundamentals for Industry



Fundamentals of Trolleybus Systems



Public Transport Fundamentals

## REGIONAL TRAINING CENTRES

In order to best address the needs of our global membership, UITP is establishing several regional training centres in collaboration with UITP members.



Dakar, Senegal



Gauteng, South Africa



Hamburg, Germany



Istanbul, Turkey



Santiago, Chile



New Jersey, USA



Shenzhen, China



Karlsruhe, Germany



## STRATEGIC PARTNERSHIPS

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



**WINNER**  
OF BEST ASSOCIATION  
TRAINING INITIATIVE



# GET IN TOUCH!



## OUTSIDE EUROPE

Özlem Tatar  
Senior Training Manager  
UITP Academy  
ozlem.tatar@uitp.org



## EUROPE

Adrian Poher  
Training Manager  
UITP Academy  
adrian.poher@uitp.org



M. Emre Kiran  
Head of UITP Academy  
emre.kiran@uitp.org

.....

academy@uitp.org | + 32 2 663 66 57

For the latest updates and information:

[uitp.org/uitp-academy](https://uitp.org/uitp-academy)



UITP is certified for ISO 29990:2010, the standard for Learning services for non-formal education and training.



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.



Rue Sainte-Marie 6, B-1080 Brussels | Belgium  
Tel +32 2 673 61 00 | Fax +32 2 660 10 72 | info@uitp.org