

TRAINING SERVICES



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ADVANCING TALENT IN PUBLIC TRANSPORT

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.



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



Average satisfaction rate
9/10

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.

A group of four people (three men and one woman) are sitting around a table, looking at documents and a tablet. The woman is pointing at the tablet. There are white geometric lines overlaid on the image.

A WIDE RANGE

OF TRAINING PROGRAMMES

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**PLANNING, OPERATIONS,
INFRASTRUCTURE**

+60 TOPICS
ON URBAN MOBILITY

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- A green pencil icon pointing towards the left.
- ☐ 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





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



+ 1,000
COMPANIES
SENDING PARTICIPANTS



NEW MOBILITY SERVICES

- ☐ New Mobility Services: App Based On-Demand Mobility, MaaS
- ☐ Taxi and Ride-Hailing Apps
- ☐ On-demand Buses and Shared Services
- ☐ Automated 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



Funding, Financing and PPPs



Regulation and Contracting in Public Transport



Urban Mobility Planning



Urban Transport Pricing



Congestion Charging and Traffic Management



Transit Oriented Development (ToD)



Parking Management



FUNDAMENTALS PROGRAMMES


+300
EXPERT
TRAINERS



Bus Transport Fundamentals



Fundamentals of Public Transport Organising Authorities



Fundamentals of Trolleybus Systems



Public Transport Fundamentals



Taxi Transport Fundamentals



Public Transport Fundamentals for Industry

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



Madrid,
Spain



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.



THE WORLD BANK



“The partnership with UITP Academy and the establishment of the Regional Training Center have been instrumental in strengthening our workforce. Hundreds of NJ Transit employees have advanced their expertise through targeted programs, elevating our capacity across key transit functions.”



Savita Lachman, Ed.D., Deputy Chief Human Resources Officer, Talent Management, NJ TRANSIT, New Jersey

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 Product and Business
Event and Academy Services
emre.kiran@uitp.org

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academyinfo@uitp.org | +32 2 673 61 00

For the latest updates and information:



UITP Training Programmes and all related processes are certified for ISO 21001: 2018 – the standard for Educational organisations – Management systems for educational organisations.



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.



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