

# TRAINING A COMPETENT TRAVELLER

## • Training in and explaining smarter travel alternatives

Skills and competency training can give people the confidence and purpose they need to choose smarter options. Filling-in gaps people's own knowledge can, in itself, be fulfilling for them giving them wider travel opportunities. This may lead to further lifestyle and behaviour choices that may extend well beyond workplace-based travel.



### WAYS TO PROVIDE TRAINING:

- Induction and awareness sessions, e.g. on reducing company emissions
- Personal travel planning for new households or offices and information packs, with follow-up visits organised by local authorities or transport providers
- Group assistance, e.g. travel buddies – members of staff meeting up with others to provide travel assistance on new routes to work and helping to build confidence in walking, cycling, public transport or car sharing
- 'Travel surgery' sessions in workplaces or housing developments

**+ MORE ABOUT** Links to further advice about **personal travel planning** are available via the Resource Centre for travel plans on [www.movingsomersetforward.co.uk](http://www.movingsomersetforward.co.uk).



### WHO TO TARGET:

- Staff (particularly managers, or those in a position to set an example), residents and visitors
- Sales and marketing staff on new developments
- Reception staff advising visitors on their travel options



### WHAT TO PROVIDE TRAINING IN:

- Provision of training for all managers in smarter working, and responsibilities to cascade this information down to staff during induction and other opportunities (e.g. advising on travel to meetings, approving expenses, promoting flexible working, videoconferencing, hot desking management)
- Travel safety, e.g. cycle training (adult, child) from a competent instructor, motorcycling courses (e.g. BikeSafe, Ride to Arrive, Speed Choice, Compulsory Basic Training), self-defence, driver awareness, and Pass Plus for under 25s
- In-car exercises to reduce stress
- Green/economical driving techniques

- Day-to-day journey planning and preparation, and public transport use
- Cycle maintenance

“...adults can be reluctant to admit that they are not confident or to be seen wobbling around atop a bike. ...Only a small proportion of people are likely to accept the offer of cycle training, but it is well worth providing it for those who want it.”

*(Essential Guide to Travel Planning, p42)*

**+ MORE ABOUT** Further advice about **training opportunities** in Somerset is available via the Resource Centre for travel plans on [www.movingsomersetforward.co.uk](http://www.movingsomersetforward.co.uk).



## ONE-TO-ONE TRAVEL ADVICE

One-to-one travel advice such as personal travel planning consists of face-to-face personal interaction to help people identify and use their transport options, and also offer incentives - sometimes in exchange for specific personal commitments. It is often used for new households.

The following opportunities may be appropriate times to educate people one-on-one about their options for smarter travel:

- New job starters
- New residents
- Before site relocations
- When arranging meetings, responding to enquiries or confirming bookings

**+ MORE ABOUT** Further information about **travel behaviour change** is given in the Encourage section of the Menu of Measures, available via [www.movingsomersetforward.co.uk](http://www.movingsomersetforward.co.uk).

You might consider issuing managers with their own personal travel advice, such is the importance of the examples that they provide to the travel plan.