

REAL

REAL Passenger REAL Person



What is REAL?

REAL is the DfT's ready-made package of training content designed to help make travel inclusive and accessible for everyone using all modes of publicly available transport.



Bus Driver Training
Practical Support

Train the Trainer
Bus and Coach Modules



AD
Document
for Transport

Included in REAL training package:

- ✓ Videos
- ✓ Slides
- ✓ Train the Trainer guidance
- ✓ E-learning

Why should you use it?

Free: no cost & no need to register

Flexible: you can pick and mix the materials to suit your needs

Quick: it's easy and ready to use

Engaging: brought to life with real people's lived experiences

Help make things better: the more people who use it, the more consistent a passenger's experience will be

Do the right thing: meet your legal obligation to deliver training on accessibility awareness and disability equality

"The material was accessible, versatile and easily integrated into some of our own content."

"The ethos of the 'R.E.A.L.' material was exactly in line with the vision for our staff training, to bring to the forefront of drivers' attention how important it is to ensure our customers are all treated with dignity and how our drivers' actions can have a direct effect on a passenger."

Stagecoach

(used REAL to train bus drivers for the Commonwealth Games)

[Click here to download the materials now](#)

Please share any thoughts or recommendations on the materials via equalities@dft.gov.uk



Department
for Transport