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REFRESHER COURSE FOR IN-HOUSE ASSISTED TRAVEL INSTRUCTORS AND MANAGERS

This refresher course is specifically designed for operations managers/coordinators and in-house Assisted Travel instructors who provide direct support to passengers on a daily basis. The course delivers up-to-date knowledge and insights to ensure participants are better equipped to understand and meet the needs of passengers requiring assistance during air travel.

The course content has been developed by our trainers, incorporating feedback from passengers who require assistance, as well as their own personal experiences. It features real-life scenarios from the airport environment and is regularly updated to reflect the latest developments and best practices.

This course goes beyond legal knowledge. Its primary focus is on understanding the needs of passengers and fostering effective communication between agents and passengers. We aim to demonstrate that professional and honest communication can help resolve almost any challenging situation.

The goal of the course is to upkeep a mindset among staff that promotes an inclusive and safe environment for all passengers, regardless of their condition or ability, where both the staff and airport work together to achieve this goal. This course will equip staff with the necessary knowledge and skills to support passengers with both visible and non-visible disabilities, while also enabling those passengers to maintain their independence, dignity, and self-

respect as they navigate through the airport.

→ **Course content & objectives**

COURSE CONTENT

Course participants are invited to send in any specific PRM assistance related questions to be included into the training. They will be added to the planned content.

The refresher course will include, but will not be limited to:

- Discuss last year's challenges, losses and wins in Assisted Travel provision, sharing best practices
- Latest changes to ECAC DOC30, Part 1, Section 5
- Revised interpretative guidelines on the application of Regulation (EC) No 1107/2006 of the European Parliament and of the Council concerning the rights of disabled persons and persons with reduced mobility when travelling by air
- Latest updates on European Accessibility Act (EAA) and the Web Accessibility Directive (guidance where to seek information for standards required)
- IATA issued documents and their updates with regards to passengers with reduced mobility and disabilities

- How service levels have been impacted in the last year
 - Discuss new ACI Europe Non-visible disabilities handbook content
 - Refresher of main principles of communication with customers with reduced mobility and disabilities
 - Lately available equipment to assist customers with reduced mobility and disabilities
 - Analysis of PRM customer feedback
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→ **Course format**

Classroom training. The duration of the courses will be 2 days, 09:00 – 16:30.

→ **Who should attend this course?**

- Assisted Travel operations managers
- Assisted Travel operations in-house instructors
- Ground Handling in-house instructors
- Airport terminal managers

→ Prerequisites

- Completion of Initial training on Assisted Travel services for managers or Assisted Travel operations in-house instructors
- Good knowledge and understanding of Assisted Travel operations and legal background

→ Certificate

After successful completion of the course exam reaching score of 80% or above a participant will receive a certificate. The certificate will be valid for one calendar year.

→ **Cost:** € 750.00 (£ 650.00)