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 Barcelona, Spain

# TRAIN THE TRAINER PASSENGERS WITH REDUCED MOBILITY (PRM) ASSISTANCE COURSE FOR IN-HOUSE INSTRUCTORS

This training course includes a breakdown of the PRM legal requirements, recommended guidance, as well as examples of good practice from airports around the world. By simplifying the legislative guidelines and endeavouring to remove some of the stigma, so often associated with communicating with members of the disabled community, the course aims to help staff provide PRMs with an improved passenger experience.

This course is not only about the legal know-how. The most important subject is to understand the needs of a passenger and ability to create trustful communication in between an agent and a passenger. We will show and lead you to the conclusion – professional and honest communication can resolve almost any complicated situation.

The goal of the course is:

To change to mindset of the staff so as to create an atmosphere for passengers regardless of condition or ability where both the staff and an airport come together to become a truly inclusive and safe environment.

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## → Course content & objectives

### COURSE OBJECTIVES

After this course the staff will be able to:

- Read and interpret PRM assistance legal and best practice documents (European, American and Worldwide);
- Understand and appreciate the varying and wide-ranging requirements of PRMs including those with mobility, hearing, visual and cognitive impairments;
- Recognise different kinds of service animals;
- Appreciate the value and importance of protecting PRMs mobility equipment;
- Respect the diversity and empathise with the needs that passengers may have;
- To determine and deliver the appropriate assistance;
- Better assist passengers with a deeper understanding of hidden disabilities;
- Communicate on a wider platform;
- To understand many of the anxieties that passengers may face whilst at the same time becoming more disability confident;
- Deal with and process sensitive information from the passengers regarding their needs;
- Reduce misunderstandings and disappointment which can often result in formal complaints.

### COURSE CONTENT

- Legal requirements, Guidelines and Best practices in support of PRM assistance (as

prescribed in ECAC Doc 30, Part1, Section 5), to include the most recent updates;

- Guidelines from the IATA Passenger accessibility Operations Manual;
- ICAO Manual Accessible Air Transportation;
- Disability awareness (as prescribed in ECAC Doc 30, Part 1, Section 5, Annex 5-G);
- General disability awareness:
  - How to communicate and assist people with physical disabilities;
  - How to communicate and assist people with sensory impairments;
  - How to communicate and assist people with mental health and intellectual disabilities.
  
- Understanding the air travel journey from the perspective of a PRM;
- Causes of disabilities;
- Kinetics of lifting (theory and practice);
- Practical sessions of assistance different people with disabilities and reduced mobility;
- Hidden disabilities;
- Hearing Impairments;
- Visual Impairments;
- General tips on assisting people with disabilities.

*\*\* This course does not include training delivery instructional techniques and/or training design*

Classroom training.

The duration of the course is five days; 09:00 – 16:30.

The final day, Friday, of training will consist of physical aspects of training i.e., lifting/transferring/guidance techniques.

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## → **Who should attend this course?**

- Airport training centre instructors
  - PRM assistance providers instructors
  - Ground Handling instructors
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## → **Prerequisites**

- Understanding of PRM operations
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## → **Certificate**

After successful completion of the course exam scoring at the level of 80% or above a participant will receive a certificate. Validity of the certificate one year as per ECAC DOC30, Part 1, Section 5.

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→ Cost: € 1,950.00 (£ 1,750.00)