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📍 Berlin, Germany

ASSISTED TRAVEL (PRM ASSISTANCE) MANAGERS COURSE

This training course includes a breakdown of the PRM legal requirements, applicable interpretations, recommended guidances, as well as examples of good practice from airports internationally. The course aims to help PRM assistance managers to organise, lead and reach high quality standards set by regulatory bodies to provide PRM customers with an improved passenger experience. Keeping focus on customer experience, is the key aspect of assisted travel provision.

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, airport and airline, airport and ground handling services. We will show and lead you to the conclusion – professional and honest communication, collaboration can resolve almost any complicated situation.

The goal of the course is:

To help to identify critical touchpoints, overcome operational issues and integrate the PRM service with other stakeholders with respect to European and International laws, regulations and best practices.

→ Course content & objectives

COURSE OBJECTIVES

This course will include and teach you how to:
– Understand and interpret in details aspects of current PRM assistance legal and best practice documents;
– Drafting of quality standards of an airport (SLAs; data collection of PRM assistance provision; level of satisfaction monitoring tools; etc.);
– Calculate PRM assistance charge (calculation; cost-related and transparent clause; reporting)
– Check step by step PRM assistance stages at an airport;
– Create and meet training standards;
– Better appreciate wide-ranging requirements of PRMs including those with mobility, hearing, visual and cognitive impairments;
– Appreciate the value and importance of protecting PRMs mobility equipment;
– Reduce passenger misunderstanding and disappointment;
– Find best ways to address PRM complaints, should they occur;
– Importance of IT software system in coordination of PRM assistance (best practice examples).

COURSE CONTENT
–   Legal requirements, Guidelines and Best practices in support of PRM assistance;
–   Analysis of ECAC DOC 30, Part 1, Section 5, Annex 5-L containing airport and airline assessment matrix to be used by National Enforcement Bodies (NEBs);
–   IATA published documents on persons with

disabilities and reduced mobility overview:

- IATA Passenger accessibility Operations Manual (2023);
- IATA GHM, Resolution 700.

– Impact of USA Air Access Act on EU PRM assistance operations;

– Guidance on how to harmonise and better implement requirements in air travel for persons with disabilities and reduced mobility;

– Insights in ACI Airports and Persons with Disabilities Handbook 2018;

– General disability awareness (as prescribed in ECAC Doc 30, Part 1, Section 5, Annex 5-G);

– Service Level Agreements on PRM assistance provision standards;

– Key elements and calculation of PRM assistance charge;

– Understanding the air travel journey from the perspective of a Person with Reduced Mobility;

– IT dispatch system solutions for PRM assistance coordination, equipment used for PRM assistance provision;

– Effective collaboration with other stakeholders providing PRM assistance services.

→ Course format

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

→ ## Who should attend this course?

- Airport PRM assistance managers
- PRM assistance service providers managers
- Airport terminal managers

→ ## Prerequisites

- Good understanding of PRM operations

→ ## 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.

→   Cost: € 1,350.00 (£ 1,190.00)