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 Online

How to understand and assist people with Hidden Disabilities when travelling by air

Due to the diverse nature of the needs of people with hidden disabilities, and also because the disabilities may not be immediately obvious, it is important that the travel industry make correct decisions to assist persons with hidden disabilities. It is highly important to make informed decisions. It is important to remember that the aim of Regulation EC1107/2006 (the Regulation) concerning the rights of disabled persons and persons with reduced mobility when travelling by air is to ensure that disabled people have the same opportunities for air travel as non-disabled people, in particular that they have the same rights to free movement, freedom of choice and non-discrimination.

Our Hidden Disability Awareness course covers many conditions and is constructed to provoke conversation within the group to discuss personal experiences in order to create and demonstrate an openminded approach and a trusting environment. The content has been written by our trainers drawing on their own personal experiences and includes factual accounts taken from the airport passenger environment. The content is continuously updated to stay in line with new developments and ideas. Our trainers utilise the latest information as well as decades of experience both personal and professional. This enables us to share a more accurate view of hidden disabilities and also answer a wider range of questions based on personal experience.

In airports where we have completed these courses, they have been able to demonstrate an increase trust of passengers with hidden disabilities. At some airports, this was demonstrated by an increase of as much as 24% for passengers in this category.

Our organisation supports and encourages European airports to introduce Hidden disabilities lanyard scheme. Originally it was created 2016 by OCS at London Gatwick Airport. Nowadays there are thousands of passengers using it as they feel confident that airport personnel will recognise their needs and give them more time to undergo all complicated airport procedures.

All our training courses are supported by people with disabilities and include those with reduced mobility. Thereby providing our course with a blend of policy guidance and best practice, with unique insight from PRMs who are regular travellers as well.

Our goal 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.

→ **Course content & objectives**

Course content

- Introduction to disabilities in general
- Autism & Autism Spectrum Disorder's
- Hyper & Hypo sensitivities
- ADHD
- Dementia/Alzheimer's
- Stoma's
- Stress & Anxiety
- Parkinson's
- Diabetes

- Epilepsy
- Chronic pain & fatigue
- MS
- Dyslexia
- Mental Health condition's

We will also cover within the course session:

- Hearing Impairments
- Visual Impairments
- General tips on assisting people with disabilities.

Objectives

To gain a better understanding of how to:

- 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.
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→ **Course format**

Two-day online training | 09:00 – 16:00

→ **Who should attend this course?**

- PRM assistance team representatives
 - Ground Handling instructors
 - Airport Information Desk staff
 - Airline supervisors and trainers
 - Airline station managers
 - Airport security instructors
 - Any other representative interested in PRM related legislation and assistance requirements
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→ **Prerequisites**

No prerequisites

→ **Certificate**

A certificate will be issued upon successful completion of the final examination to those participants obtaining a grade of 80% or higher.

→ **Cost:** € 700.00 (£ 610.00)