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 Brussels, Belgium.

## PRM Assistance Management Course

With the number of commercial flights in Europe set to increase from today's 9+ million to 25 million by 2050, the number of passengers is expected to grow more than two-fold and operators will have to adapt to an increasingly varied mix of passengers with different needs and abilities. So, it is vital that all staff working in the aviation sector should be well equipped to deliver the most appropriate service to their passengers, by receiving quality training to enable them to become more disability confident.

This course is designed for PRM assistance management who organise and manage assistance to PRMs those who have direct interaction with PRMs within the airport environment. The four-day classroom-based course provides the necessary background, updates and clarifications to ensure that, once qualified, attendees are better able to meet the needs and requirements of those passengers who require special assistance when they travel by air.

The training course includes the PRM legal aspects in combination with practical case studies of good and bad 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 provide PRMs with an improved passenger experience.

ADDITIONAL HIGHLIGHTS

How can we cope with fast growing demand? Any brave and creative ideas?

How can we make PRM assistance more effective? Time is changing, technologies are changing, behaviour of passengers is changing, we have to change!

## COURSE CONTENT

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

This will include new Interpretative guidelines of EC1107/2006; New IATA Resolution 700;

Analysis of ECA DOC 30, Part 1, Section 5, Annex 5-L containing airport and airline assessment matrix to be used by NEBs; Information of United Kingdom approach 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.

How to compete with other third party PRM assistance suppliers in Europe

Disability awareness (as prescribed in ECAC Doc 30, Part 1, Section 5, Annex 5-G)

Communication with Persons with Reduced Mobility and Persons with Disabilities

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

Effective collaboration with other stakeholders providing PRM assistance services

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### → **Course content & 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 (European, American and Worldwide):  
Quality standards of an airport (Service Level Agreements to third parties; data collection of PRM assistance provision; level of satisfaction monitoring tools; means of monitoring on time performance, etc.)  
PRM assistance charge (calculation; cost-related and transparent clause; reporting)  
Step by step PRM assistance stages at an airport;  
Training standards.  
Better appreciate the varying and 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 - which can so often result in formal complaints - by applying the “human factor” to managing PRM assistance  
Best ways to address PRM complaints, should they occur  
Importance of IT software system in coordination of PRM assistance (best practice examples)

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→ **Course format**

Four days' classroom training | 09:00 – 16:30

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

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

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## → **Prerequisites**

- Good knowledge and understanding of EU Regulation 1107/2006; ECAC Doc 30, Part 1, Section 5; Air Carrier Access Act of USA

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## → **Certificate**

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

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→ Cost: € 1,750.00 (£ 1,555.00)