

04

OCT

05

OCT

 Podgorica, Montenegro

## **Refresher course on PRM assistance legal aspects and disability awareness (for PRM assistance managers and in-house instructors)**

Every year there are new things to learn and discuss. This year is even richer – EC1107/2006 new interpretative guidelines, IATA new resolutions regarding Persons with Reduced Mobility. Excited and slightly worried? Let's meet this new challenge together! We are looking forward to this together with you!

No doubts you have a list of questions waiting to be discussed and solutions to be found. The best environment is in between your colleagues from other European airports. Clearly there are not only difficulties, but as well best practices to share. During the course each airport will be welcome to present their achievements.

In-house trainers and PRM assistance managers have important role in PRM assistance activities. With this course you will refresh and gain the knowledge needed to bring out the best know-how to the colleagues on PRM (Passengers with Reduced Mobility) matters.

---

## → Course content & objectives

### COURSE CONTENT

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

- Analyse new EC1107/2006 Interpretative guidelines;
- Analyse new IATA Resolution 700;
- Introduce with ECAC DOC 30, Part 1, Section 5, Annex 5-L inspections matrix for NEBs;
- How to understand needs and expectations of people with hidden disabilities;
- Open discussions concerning challenges participants of this refresher course are meeting on everyday operations, training sessions.

The course will be delivered in accordance with ECAC DOC 30 Part I, Section 5, Annex 5-G requirements.

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

- Refresher on actual updates and changes in the field of legal requirements;
- How to understand needs and expectations of people with hidden disabilities (guest speaker);
- How to provide Security screening in dignified manner for people with disabilities (guest speaker);
- Recent case studies, bad and good practices in PRM assistance;
- Importance of universal design at an airport

environment;

- Open discussions concerning challenges participants of this refresher course are meeting on everyday operations, training sessions;
- The importance of modern PRM IT software in quality PRM assistance.

The course will be delivered in accordance with ECAC DOC 30 Part I, Section 5, Annex 5-G requirements.

## COURSE OBJECTIVES

You will receive first-hand information:

- Recent changes in legal framework with regards to PRM assistance;
- Learn how to prepare yourself to NEB assessments;
- Gain new insights of challenges and best practices of other European airports.

---

## → **Course format**

Two-days classroom training | 09:00 – 16:30

---

## → Who should attend this course?

-

- PRM assistance instructors
  - PRM assistance managers
  - Instructors training all staff in the direct contact with travelling public
  - Ground Handling instructors
- 

## → Certificate

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

---

→ **Cost:** € 650.00 (£ 580.00)