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📍 Birmingham

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

What does your customer need and expect from your airport in the new post Covid world we now have ahead of us?
How should your staff interact with the passengers and still maintain passenger confidence?

→ Course content & objectives

COURSE OBJECTIVES

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

- How to understand needs and expectations of people with disabilities in current situation;
- How to interact and communicate with passengers in this environment of restrictions;
- Changes in ECAC DOC30, Part 1, Section 1;
- IATA Accessible Travel Manual.

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

COURSE CONTENT

You will receive first-hand information:

- ECAC DOC 30, Part 1, Section 5;
- IATA Accessible Travel Manual;
- IATA DOCs vs Legal requirements;
- What is needed to provide to our passengers in order to fly with confidence;
- Refresh of basic legal requirements and disability awareness;
- Mental health of staff and passengers in Covid situation.

→ **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: € 680.00 (£ 570.00)