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 Lisbon, Portugal

Train the trainer for Persons with Reduced Mobility (PRM) assistance agents

This course is designed for trainers of PRM assistance agents who provide direct support to PRMs on daily basis. The five-day classroom-based course provides all necessary knowledge and understanding to ensure that, once qualified, attendees are better able to understand and meet the needs and requirements of those passengers who require special assistance when they travel by air. The task of the trainer is highly important within your company!

This training course includes a breakdown of the PRM legal requirements, recommended guidance, as well as examples of good 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 staff provide PRMs with an improved passenger experience.

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. We will show and lead you to the conclusion – professional and honest communication can resolve almost any complicated situation.

Important news:

After successfully completed course you will receive well structured

→ **Course content & objectives**

Course Content

- Legal requirements, Guidelines and Best practices in support of PRM assistance (as prescribed in ECAC Doc 30, Part1, Section 5)
- Disability awareness (as prescribed in ECAC Doc 30, Part 1, Section 5, Annex 5-G)
 - General disability awareness
 - How to communicate and assist people with physical disabilities
 - How to communicate and assist people with sensory impairments
 - How to communicate and assist people with mental health and intellectual disabilities
- Understanding the air travel journey from the perspective of a Person with Reduced Mobility
- Statistics and trends
- Causes of disabilities
- Kinetics of lifting (theory and practice)
- Practical sessions of assistance different people with disabilities and reduced mobility

Course Objectives

You will learn how to:

- Read and interpret PRM assistance legal and best practice documents (European, American and Worldwide)
- Apply those specific requirements in practice
- Recognise the barriers PRMs are facing on daily basis
- Understand and appreciate the varying and wide ranging requirements of PRMs including those with mobility, hearing, visual and cognitive impairments (disability awareness)
- Find the correct ways of communication skills and empathy for PRMs by understanding many of their anxieties, so that you can become more disability confident
- Recognise different kinds of service animals
- 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
- Acknowledge the importance of good cooperation with other stake holders at an airport

** This course does not include training delivery instructional techniques and/or training design

→ **Course format**

Five days classroom training | 09:00 – 16:30

→ **Who should attend this course?**

- PRM assistance instructors
- PRM assistance staff members

→ **Prerequisites**

- Basic knowledge and understanding of EU Regulation 1107/2006; ECAC Doc 30, Part 1, Section 5
- Good level of English

→ **Certificate**

A certificate will be issued upon successful completion of the final examination to those

participants obtaining a grade of 80% or higher.

→ Cost: € 1,450.00 (£ 1,300.00)