How to Comply With ECAC DOC 30, Part 1, Section 5 Requirements

ECAC DOC 30, Part1, Section 5, Annex 5 – L Guidance Material has been created to provide a tool for the National Enforcement Bodies (NEBs) to make an assessment of progress at airports in implementing the requirements and good practice in meeting the needs of passengers with disabilities and Persons with Reduced Mobility in accordance with Regulation (EC) No 1107/2006 concerning the rights of disabled persons with reduced mobility when travelling by air, and it's interpretive guidelines (SWD (2012) 171, 11 June 2012), and the recommendations made in ECAC Doc 30 and its annexes, 12th edition/May 2018.

Part of this Annex contains a checklist to verify that all items have been covered during the NEB audit and to make notes about the findings. The material for the airports includes audit document phase and on-site audit phase.

We offer to guide you and discuss the parts of this matrix in order to prepare you for any audit of airline, Airport Managing Body, NEB side. We all are facing some challenges in meeting legal requirements and recommended practices. It does not matter how big or small your airport is, passenger assistance is a nonstop challenge and at the same time an opportunity for constant improvement.

Skywise Solutions team strongly believe that meeting ECAC advised time stamps are not the most important part of PRM assistance. Quality measurement is both our passenger satisfaction and

efficiency of the assistance. Only then we can say "We have met all the criteria".

Looking forward to seeing you in our workshop created for professionals and forward thinking colleagues in the field!

COURSE CONTENT

The workshop will include, but will not be limited to (some points can be discussed more in depth based on your requirements):

- Recording of PRM assistances, statistics, database for future planning;
- What are quality standards of an airport (difference between those published on the website of an airport vs SLAs);
- PRM assistance charge, managing PRM assistance fund;
- Organisation of PRM assistance (staff efficiency, equipment used by assistance provider, etc.);
- Designated points of arrival;
- Meeting training standard requirements (content, frequency, verification of trainers, training organisations, training records, etc.);
- Monitoring of PRM assistance;
- Built environment, accessibility of all facilities of an airport;
- Complaints procedures;
- Collaboration with airlines;
  The workshop will be delivered in accordance with ECAC DOC 30 Part I, Section 5, Annex 5-G requirements.

→   Workshop content & objectives

The workshop will help you to:

- Prepare your airport/service provider to meet the requirements of applicable legal requirements and recommended practices;
- Improve PRM assistance at your airport;
- Learn from different airport best practices.

→ Workshop format

One-day classroom training | 09:00 – 17:00

→ Prerequisites

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

→ Certificate

A certificate of attendance will be issued, upon completion of the workshop.

→ Cost: € 350.00 (£ 315.00)