

Course Syllabus (Summary Outline)

Initial course	
Course Category: Managers of PRM assistance providers	
Airport managers responsible for PRM assistance provision	
Introduction	<p>An air transport industry specific five-day programme specially designed for the Managers of Persons with Reduced Mobility (PRM) assistance providers at the airport.</p> <p>European legislation on the Rights of Disabled Persons and Persons with Reduced Mobility when travelling by air and American legislation on the same subject are imposing significant requirements on air carriers, airports and on civil aviation authorities.</p> <p>ECAC DOC 30 Part I, section 5, is the leading document with regard to best practices in the provision of assistance to PRMs.</p> <p>Training of the managers of PRM assistance providers is needed to enable airports to comply fully with the above-mentioned legislation and to ensure that best practice is put in place.</p> <p>Quality assistance should not only comply with the requirements of legislation, but should in particular meet the needs of all PRMs. This goal is only fully achievable if the managers of the PRM assistance staff are provided with well-balanced training which is fully in accordance with the recommendations of ECAC Doc 30 Part I, section 5 (and in particular annex 5-G).</p> <p>The course is highly participative; it promotes best practice service towards the PRM in relation to the requirements of both European and American law (EU Regulation 1107/2006, ECAC DOC 30, Part I, section 5 and ACAA – 14 CFR Part 382) and fully meets the needs of the PRM.</p> <p>The managers of the PRM assistance staff will be provided with first-hand information on how to provide a quality service to the PRM. The participants are invited to exchange experience among peers in a confidential environment.</p> <p>The course consists of theoretical parts (legislation and requirements), followed by work in small groups to develop their understanding of the subject through practical exercises.</p>

Detailed Content / Topics	<p><u>The following subjects will be addressed:</u></p> <p>1. Disability Awareness Training:</p> <ul style="list-style-type: none"> • What is a handicap? • Disability awareness in general • Causes of disabilities • Wheelchair users • Passengers with walking difficulties • Visually impaired passengers • Hearing impaired passengers • Speech impaired passengers • Passengers with mental health problems • Passengers with learning disabilities <p>2. Based on this Disability awareness training:</p> <ul style="list-style-type: none"> • IATA categories for PRM assistance • Guidance and information for visually impaired people • Assisting people with a hearing impairment • Kinetics of lifting theory and practice • Equipment awareness <p>3. Legislation (overview and principles):</p> <ul style="list-style-type: none"> • European Regulation 1107/2006 and Interpretative Guidelines on the application of 1107/2006 • ECAC Doc 30, Part I, section 5 and its annexes • ACAA -14 CFR Part 382 • ICAO Manual on Accessible Air Transportation <p>4. Operational aspects:</p> <ul style="list-style-type: none"> • Quality & Performance control (how to set up and manage) • Standard operational procedures and manuals needed • Cost calculation of PRM charge (which elements should be included to calculate the PRM charge in a correct way) <p>5. Risks, complaints and claims:</p> <ul style="list-style-type: none"> • Overview of the most frequent complaints • How to avoid complaints and claims • How to manage claims • Risks, mistakes • Court cases • The role of the US DOT (14 CFR Part 382)
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Target Group	Managers of PRM assistance providers and Airport managers responsible for PRM assistance provision
Pre-requisites	English
Learning Objectives	The participants will be provided with best practice and first-hand information to provide quality assistance to the PRM, fully compliant with their needs and within the context of the European and American legislation.
Duration	5 days starting at 09:00 and ending at 17:00, all days
Nr. of Trainers required	2
Max. nr. of Participants	12
Examination	Written test at the end of the training course