Training Course on Managing Passengers with Reduced Mobility (PRM) and Accessibility

Professional Development Training Course Outline

Category	Aviation and Airport Management	**Duration**	10 Days
Base Fee	$3,000 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Training Course on Managing Passengers with Reduced Mobility (PRM) and Accessibility provides essential knowledge and practical skills for professionals across the transportation and hospitality sectors to effectively manage Passengers with Reduced Mobility (PRM) and enhance overall accessibility. With a strong emphasis on **inclusive travel**, **disability awareness**, and **regulatory compliance**, participants will gain a deep understanding of the diverse needs of PRM passengers and learn how to implement **person-centered service** and **accessible infrastructure** solutions. The curriculum focuses on fostering empathy, promoting dignity, and ensuring seamless journeys for all, aligning with global **accessibility standards** and **best practices**.

In today's interconnected world, ensuring **equitable access** and providing exceptional service to PRM is not just a legal obligation but a strategic imperative. This course empowers organizations to go beyond minimum requirements, cultivating a culture of **universal design** and **customer satisfaction**. By equipping staff with advanced techniques in **PRM assistance**, **communication strategies**, and **emergency protocols**, we aim to significantly improve the passenger experience, mitigate risks, and enhance organizational reputation in the competitive travel and tourism industry.

Programme Curriculum

Training Course on Managing Passengers with Reduced Mobility (PRM) and Accessibility

Introduction

Training Course on Managing Passengers with Reduced Mobility (PRM) and Accessibility provides essential knowledge and practical skills for professionals across the transportation and hospitality sectors to effectively manage Passengers with Reduced Mobility (PRM) and enhance overall accessibility. With a strong emphasis on **inclusive travel**, **disability awareness**, and **regulatory**

compliance, participants will gain a deep understanding of the diverse needs of PRM passengers and learn how to implement **person-centered service** and **accessible infrastructure** solutions. The curriculum focuses on fostering empathy, promoting dignity, and ensuring seamless journeys for all, aligning with global **accessibility standards** and **best practices**.

In today's interconnected world, ensuring **equitable access** and providing exceptional service to PRM is not just a legal obligation but a strategic imperative. This course empowers organizations to go beyond minimum requirements, cultivating a culture of **universal design** and **customer satisfaction**. By equipping staff with advanced techniques in **PRM assistance**, **communication strategies**, and **emergency protocols**, we aim to significantly improve the passenger experience, mitigate risks, and enhance organizational reputation in the competitive travel and tourism industry.

Course Duration

10 days

Course Objectives

1. Master international and local **accessibility laws** and **aviation regulations** (e.g., EC 1107/2006, ACAA, IATA AHM/IGOM).
2. Develop deep empathy and understanding of various disabilities, including **hidden disabilities** and **sensory impairments**.
3. Learn effective and respectful **communication techniques** for interacting with PRM passengers.
4. Acquire practical skills in assisting PRM at various touchpoints, from check-in to boarding and disembarkation.
5. Understand the safe and proper handling, storage, and return of **mobility aids** (e.g., wheelchairs, scooters).
6. Develop strategies for assisting passengers with **cognitive impairments**, **service animals**, and other specific requirements.
7. Identify and address operational bottlenecks to ensure a smooth **PRM journey** through facilities.
8. Learn how to safely evacuate and assist PRM during **emergency situations** and unexpected disruptions.
9. Gain familiarity with various **assistive devices** and **accessibility technologies** that aid PRM.
10. Develop skills to assess and improve **infrastructure accessibility** within transportation hubs and vehicles.
11. Learn best practices for resolving PRM-related complaints and feedback with professionalism and sensitivity.
12. Foster seamless coordination among various departments and **stakeholders** involved in PRM service.
13. Establish frameworks for ongoing monitoring, data analysis, and enhancement of PRM services and **accessibility initiatives**.

Organizational Benefits

- Be recognized as a leader in **inclusive travel** and **customer service excellence**.
- Ensure full **regulatory compliance**, minimizing potential fines and lawsuits related to accessibility.
- Attract and retain a growing segment of PRM travelers and their companions.
- Streamline PRM handling processes, leading to faster turnaround times and reduced delays.

- Empower staff with the confidence and skills to provide compassionate and effective assistance.
- Tap into the significant economic power of the **"purple pound"** or **"disability market."**
- Differentiate your organization by offering superior **accessible travel** experiences.
- Generate positive media attention and community goodwill through visible commitment to **universal accessibility**.

Target Audience

1. Airline and Airport Staff
2. Railway and Maritime Operators.
3. Travel Agencies and Tour Operators Consultants.
4. Hotel and Hospitality Professionals.
5. Public Transportation Providers.
6. Disability Support Service Providers
7. Facility Management Teams.
8. Regulatory Bodies and Auditors.

Course Outline

Module 1: Introduction to PRM & Accessibility Fundamentals

- Defining Passengers with Reduced Mobility (PRM) and diverse needs.
- The global landscape of **accessibility** and **inclusive design**.
- Understanding the "social model" of disability versus the "medical model."
- Key terminology: **disability etiquette**, **person-first language**.
- Case Study: Analyzing a major airline's recent PRM-related public relations challenge and its root causes.

Module 2: Legal Frameworks and Regulatory Compliance

- In-depth review of international PRM regulations (e.g., EC 1107/2006, Air Carrier Access Act (ACAA)).
- Overview of national and local accessibility laws and mandates.
- Understanding compliance requirements for different transport modes (air, rail, maritime, road).
- Penalties for non-compliance and the importance of **proactive accessibility**.
- Case Study: Examining a court case involving a transportation provider fined for accessibility violations and lessons learned.

Module 3: Understanding Diverse Disabilities & Needs

- Physical disabilities: mobility impairments, wheelchair users, prosthetics.
- Sensory impairments: visual impairments, hearing impairments, deaf-blind.
- Cognitive and intellectual disabilities: autism spectrum, dementia, learning disabilities.
- **Hidden disabilities**: chronic illness, mental health conditions, neurodiversity.
- Case Study: Developing a service plan for a passenger with severe autism traveling with a service animal.

Module 4: Effective Communication and Interaction with PRM

- **Active listening** and non-verbal communication techniques.

- Adapting communication for different needs (e.g., visual aids, clear speech, sign language interpretation).
- Respectful questioning and avoiding assumptions.
- Handling sensitive information and maintaining confidentiality.
- Case Study: Role-playing scenarios on how to respectfully decline a PRM's request that cannot be accommodated.

Module 5: The PRM Journey: Pre-Travel Planning & Booking

- Importance of accurate PRM information during booking and reservation.
- Special assistance codes (e.g., WCHR, WCHS, WCHC, BLND, DEAF).
- Managing medical information and special equipment requests.
- Communicating limitations and requirements clearly to passengers.
- Case Study: Analyzing the impact of unclear booking procedures on a PRM passenger's journey.

Module 6: Airport/Terminal Arrival & Check-in Procedures

- Assistance at arrival points: drop-off, parking, public transport connections.
- Efficient check-in processes for PRM, including baggage handling.
- Use of dedicated PRM assistance points and priority lanes.
- Pre-board procedures and early boarding assistance.
- Case Study: Optimizing check-in counter design and staffing for peak PRM demand.

Module 7: Navigating the Terminal & Boarding Gate Assistance

- Providing guidance and wayfinding support within complex terminals.
- Assistance with security screening procedures for PRM and their equipment.
- Transferring passengers to and from mobility aids.
- Boarding gate procedures: pre-boarding, group boarding, final calls for PRM.
- Case Study: Implementing a new digital wayfinding app with accessibility features in a large international airport.

Module 8: Onboard Assistance: Aircraft, Train, Ship, Bus

- Transferring passengers to and from seats, aisle chairs.
- Assisting with onboard facilities: accessible lavatories, cabin equipment.
- Serving meals and addressing specific dietary needs.
- In-flight/on-board entertainment and communication accessibility.
- Case Study: Developing a training module for cabin crew on managing a medical emergency involving a PRM passenger inflight.

Module 9: Disembarkation & Arrival Procedures

- Safe and efficient disembarkation processes for PRM.
- Assistance with baggage retrieval and customs/immigration.
- Connecting flights/transport arrangements for PRM.
- Ensuring timely pick-up and onward travel for PRM.
- Case Study: Streamlining the disembarkation process at a busy cruise port to minimize wait times for PRM.

Module 10: Handling Mobility Equipment & Assistive Devices

- Identification, labeling, and safe handling of wheelchairs (manual, electric).

- Managing other mobility aids: walkers, crutches, prosthetics.
- Battery regulations for powered mobility aids.
- Dealing with damaged equipment and compensation claims.
- Case Study: Designing a secure and efficient storage system for oversized mobility equipment on an aircraft.

Module 11: Emergency Procedures & Contingency Planning for PRM

- Evacuation procedures for PRM in different scenarios (e.g., fire, medical emergency, security threat).
- Roles and responsibilities of staff during PRM emergencies.
- Communication protocols during disruptions (delays, diversions).
- Specialized equipment for PRM emergency assistance.
- Case Study: Developing a comprehensive emergency drill scenario incorporating PRM evacuation from a train carriage.

Module 12: Hidden Disabilities and Invisible Illnesses

- Recognizing and understanding the challenges of **hidden disabilities**.
- Implementing **Sunflower Lanyard schemes** and similar initiatives.
- Providing discreet assistance and empathetic support.
- Creating a welcoming and less overwhelming environment.
- Case Study: Training airport security staff to recognize and assist passengers with anxiety disorders during screening.

Module 13: Service Animals & Companion Support

- Regulations and procedures for service animals in various transport modes.
- Distinguishing between service animals and emotional support animals.
- Assisting PRM traveling with companions or caregivers.
- Ensuring the comfort and safety of both passenger and service animal.
- Case Study: Developing a policy for accommodating multiple service animals on a single flight or train journey.

Module 14: Technology & Innovation in PRM Assistance

- Overview of **accessible technology**: apps, navigation tools, communication devices.
- Utilizing **PRM management systems** and data analytics.
- Future trends in **assistive robotics** and **AI-powered accessibility**.
- Integrating technology to enhance the PRM experience.
- Case Study: Evaluating the implementation of a new AI-powered translation tool for PRM communication in a multilingual airport.

Module 15: Building an Inclusive Culture & Continuous Improvement

- Fostering a culture of **universal accessibility** and empathy within the organization.
- Collecting and analyzing PRM feedback and satisfaction data.
- Implementing corrective actions and ongoing training.
- Advocating for policy changes and infrastructure improvements.
- Case Study: Designing an annual PRM service excellence award program for staff.

Training Methodology

This course employs a dynamic and interactive training methodology to ensure maximum engagement and practical skill acquisition.

- **Instructor-Led Sessions**: Expert-led lectures, discussions, and Q&A.
- **Case Studies & Real-World Scenarios**: In-depth analysis of actual PRM situations to apply theoretical knowledge.
- **Role-Playing & Simulations**: Practical exercises to practice communication and assistance techniques in a safe environment.
- **Interactive Workshops**: Group activities, problem-solving sessions, and collaborative learning.
- **Multimedia Resources**: Videos, infographics, and online tools to enhance understanding.
- **Guest Speakers**: Insights from PRM advocates, disability organizations, and industry leaders.
- **Q&A and Open Forums**: Opportunities for participants to share experiences and seek clarification.
- **Practical Demonstrations**: Hands-on demonstrations of assistive devices and equipment.
- **Assessments**: Quizzes, practical evaluations, and a final comprehensive assessment to gauge learning outcomes.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org **or call** *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	04 Dec 2026	Online	$2,000
23 Nov 2026	04 Dec 2026	Physical	$3,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$6,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$9,000
23 Nov 2026	04 Dec 2026	Physical	$12,000
23 Nov 2026	04 Dec 2026	Physical	$12,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com