



FACILITATION PANEL (FALP)

SIXTH MEETING

Montréal, 10-14 May 2010

Agenda Item 4: Report of the PWD Working Group

TRAINING OF PERSONS HANDLING PERSONS WITH REDUCED MOBILITY

(Presented by the European Civil Aviation Conference (ECAC))

SUMMARY

In 2009 ECAC revised its Policy Statement in the field of civil aviation facilitation (Doc 30, Part I) and adopted new Recommendations and related guidelines for the training of personnel in relation with disabled persons and Persons with Reduce Mobility (PRMs).

Action by the FALP is in paragraph 3.

1. INTRODUCTION

1.1 The ECAC Policy Statement in the field of civil aviation facilitation, Doc 30 Part I (11th edition, December 2009) sets up, at its Section 5, Recommendations to facilitate access to air travel by disabled persons and Persons with Reduced Mobility (PRMs). These Recommendations are fully consistent with the EU Regulation (EC) 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

2. TRAINING RECOMMENDATIONS

2.1 From the moment of booking a flight to the arrival at the destination airport several categories of personnel interact with disabled persons and PRMs, and are responsible for providing these passengers with specific services to facilitate their travel. Each of these personnel has a key role to play and should receive appropriate training to be in a position to deliver good quality services to disabled persons and PRMs.

2.2 Consequently, the ECAC Facilitation Working Group considered that training provisions should be established and become part of Doc 30. Sub-section 5.11 establishes Recommendations on knowledge and training for all persons in contact with, or providing assistance to, disabled persons and PRMs.

2.3 ECAC has, over the years, developed Annexes to Doc 30 providing guidance for implementing Doc 30 Recommendations. In September 2009, a new Annex 5-G – Training was adopted, which provides guidelines for the training of all personnel who have contact with or are in charge of providing direct assistance to disabled persons and PRMs. These guidelines define, for each category of personnel and sub-sets of these, training requirements, training modules and training delivery methods. Annex 5-G to Doc 30 is reproduced in Appendix.

3. **ACTION BY THE FALP**

3.1 The FALP is invited to:

- a) note the information contained in Appendix, and
- b) agree that a harmonised and appropriate training is an essential requirement for all personnel having contact with, or providing assistance to, disabled persons and PRMs, prior to their taking up their function and on a regular refresher basis thereafter.

APPENDIX

ANNEX 5-G TO DOC 30, PART I TRAINING

Introduction

1. There is a need for harmonised training at the European level of all personnel involved in the chain of air travel in order to ensure that the needs of disabled passengers and passengers with reduced mobility are appropriately met.
2. Doc 30 Part I, section 5, sets the objective of a harmonised implementation in all ECAC Member States, and its sub-section 5.11 establishes knowledge and training for such personnel.
3. This guidance is identical to the provisions in EU Regulation (EC) 1107/2006, Article 11. Recital 10 of that Regulation reads: “In organising the provision of assistance to disabled persons and persons with reduced mobility, and *the training of their personnel*, airports and air carriers should have regard to document 30 of the European Civil Aviation Conference (ECAC), Part I, Section 5 and its associated annexes, [...]”
4. The purpose of this Annex is to assemble into one document all guidelines on training contained in different Annexes to Doc 30 Part I, to facilitate the harmonised implementation of training for all the personnel concerned.
5. The following Annexes to Doc 30 Part I have been used in particular:
 - Annex 5-C – Code of Good Conduct in Ground Handling for Persons with Reduced Mobility: Section 1.8., Training;
 - Annex 5-D – Guidelines on ground handling for persons with reduced mobility: Section 2., Staff training;
 - Annex 5-E - Guidelines on awareness and disability equality for all airport and airline personnel dealing with the travelling public
6. The content of this Annex as regards training of air carriers engaged in commercial air transport with aeroplanes is without prejudice to the training required in accordance with Annex III to EU Regulation (EC) No 3922/1991.

ECAC Recommendation – Doc 30 Part I, Section 5

5.11. Training

5.11.1. Air carriers and airport managing bodies should:

- ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to disabled persons and PRMs have knowledge of how to meet the needs of persons with various disabilities or mobility impairments;
- provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public;
- ensure that, upon recruitment, all new employees attend disability related training and that personnel receive refresher training courses when appropriate.

5.11.2 So that disabled persons and PRMs can be informed as they need, priority should be given to training airport, airline and travel agency personnel to communicate information to disabled persons and PRMs needing special assistance. These personnel also need to know how to give practical assistance to disabled persons and PRMs and how to ask disabled persons and PRMs what assistance they need and how best to provide it. The training should be delivered in cooperation with disability organisations.

5.11.3 Member States should draw the attention of airport managing bodies and air carriers to the guidance in **Annex 5-B** “Guidance Material for Security Staff – Key points for checks of PRMs”, and to **Annex 5-E** “Guidelines on awareness and disability equality for all airport and airline personnel dealing with the travelling public”, and **Annex 5-G** “Training”.

Objectives

7. All personnel having direct contact with passengers, at and off the airport premises, should be aware of disability issues and of disability and equality principle.

8. All personnel in charge of providing direct assistance to disabled persons and PRMs should have knowledge on how to meet the needs of disabled persons and PRMs.

9. Each of the above two categories of personnel should receive appropriate training. This training should be delivered prior to the personnel taking up duty. Refresher training courses should be organised.

Training

10. Each of the categories of staff concerned should receive training, as follows:

- **All** staff having contact with the travelling public should receive training on the items specified in **Module 1**.

This training should be followed by the staff concerned prior to taking up duty. Refresher course should be organised at least every two years. Training records should be established and kept.

- **All** staff providing or involved in the provision of assistance to disabled persons and PRMs should receive training on the items specified in **Module 1** and either in **Module 2** (assistance provision at the airport) or in **Module 3** (assistance provision on-board aircraft).

This training should be followed by the staff prior to taking up duty. Refresher course should be organised at least every year. Training records should be established and kept.

11. Training modules are at **Appendix**.

Target groups

12. The two defined categories of personnel each comprises a variety of personnel, in terms of the duties performed. Accordingly, the two categories can be divided in sub-sets or target groups, as follows.

Personnel in direct contact with the travelling public:

Services delivered at the airport by the airport and/or air carrier, or a sub-contractor of these, including:

- check-in and gate agents
- information desk agents
- lost and found desk agents
- parking agents

Services implemented at the airport by State entities, or entities acting on their behalf, including:

- border control and immigration
- security
- customs
- police

Services provided at the airport by other entities, including:

- retailers
- catering companies (restaurants, bars, lounges)

Services provided off the airport premises by air carriers, travel agents and tour operators, including:

- information and reservation services

Personnel providing, or involved in the provision of, assistance to disabled persons and PRMs

Personnel from the Airport managing body, or any sub-contractor acting on its behalf, providing assistance to the disabled persons and PRMs at the airport, including:

- assistance personnel
- PRM project manager
- Airport management personnel

Personnel from operating air carrier, including:

- Cabin crew

13. While the training defined for each of the two main categories apply across target groups, the training delivered should be adapted to the duties performed by each target group. Teaching points which are directly relevant to the persons' duties should be appropriately detailed.

Training delivery

14. Training should be delivered by instructors with expertise and experience in the care of disabled persons and PRMs in air travel, and able to substantiate their qualification by records or acknowledgement from the air travel industry. Available expertise from recognised national and European disability organisations should be used in support of the preparation and delivery of the training courses.

15. Entities may wish to have a staff member acting as trainer for the other staff members. Prior to taking up that duty, the staff member concerned should have followed a train-the-trainer course on the module(s) he/she would teach. This course should be delivered by an instructor who has expertise and experience in the care of disabled persons and PRMs in air travel, and able to substantiate his/her qualification by records or acknowledgement from the air travel industry. Available expertise from recognised national and European disability organisations should be used in support of the preparation and delivery of the training courses.

APPENDIX TO ANNEX 5-G**TRAINING MODULES****Module 1 – Disability Awareness Training****Teaching points**

1. Awareness of and appropriate responses to passengers with physical, sensory, hidden or learning disabilities, including how to distinguish between the different abilities of individuals whose mobility, orientation, or communication may be reduced;
2. Barriers faced by disabled persons and PRMs, covering attitudinal, environmental/physical and organisational barriers;
3. Assistance dogs, including the role and the needs of an assistance dogs
4. Dealing with unexpected occurrences;
5. Interpersonal skills and methods of communication with deaf and hearing impaired people, visually impaired people, speech impaired people and people with a learning disability;
6. General awareness of ECAC recommendations including Document 30, Part I, Section 5 and relevant Annexes, EU legislation and IATA guidelines on access to air travel;
7. How to handle wheelchairs and other mobility aids carefully to avoid damage, (for all staff who are responsible for baggage handling).

Module 2 – Assistance provision – at the airport**Teaching points**

In addition to the areas of training listed in Module 1, all staff assisting disabled people and PRMs at an airport should also be capable of distinguishing between different types of disabilities (and the corresponding IATA codes) and should have knowledge of the most appropriate form of assistance for each including:

- a. How to help wheelchair users make transfers into and out of a wheelchair;
- b. Skills for providing assistance to disabled persons and PRMs travelling with an assistance dog, including the role and the needs of those dogs;
- c. Techniques for escorting blind and partially-sighted passengers and for the handling and carriage of guide dogs and other assistance dogs;
- d. An understanding of the types of equipment which can assist disabled persons and PRMs and knowledge of how to handle such equipment;

- e. The use of the boarding and deplaning assistance equipment used and knowledge of the appropriate boarding and deplaning assistance procedures that safeguard the safety and dignity of disabled persons and PRMs;
- f. Sufficient understanding of the need for reliable and professional assistance. Also awareness of the potential for certain disabled passengers to experience feelings of vulnerability during travel, because of their total dependence on the assistance provided.
- g. First aid.

Module 3 – Assistance provision – on-board aircraft

Teaching points

In addition to the areas of training listed in Module 1, all staff assisting disabled people and PRMs on board an aircraft should also be capable of distinguishing between different types of disabilities (and the corresponding IATA codes) and should have knowledge of the most appropriate form of assistance for each including:

- a. If required by the operator, procedures for lifting a passenger with a physical disability from their seat to and from the on-board wheelchair (if installed).
- b. Method of use of the on-board wheelchair (if installed).
- c. Appropriate seating for disabled passengers and passengers with reduced mobility.
- d. Appropriate seating for passengers with assistance dogs and method of securing the dog.
- e. Stowage of mobility equipment.
- f. Appropriate pre-flight safety briefings and associated safety information.
- g. Procedures to be taken in the event of an emergency situation such as decompression or evacuation.

The content of this training should be compatible with applicable safety legislation.