

Awareness for Passengers with Disabilities and Reduced Mobility (PRM)

PRM (PHMR)



LEVEL

Initial training, Skills maintenance



TARGET AUDIENCE / RELEVANT STAFF

Any staff in direct contact with traveling Passengers with Disabilities and Reduced Mobility (PRM) during the departure and / or arrival process.



OBJECTIVES

- Become aware of disability and equality in front of disability.
- Be able to meet the needs of people with disabilities and reduced mobility depending on their disability or their mobility reduction.



CONTENTS

Theoretical

- Legislation, codes and recommended practices : ICAO / EU / ECAC / IATA.
- Identification of different types of disabilities : Disability Awareness / Assistance to Passengers with Disabilities / Causes of Disability / People with Walking Difficulties / Wheelchair Users / Persons with Visual and/or Hearing Impairment / Persons with Disabilities speech / People with cognitive impairment / People with mental health problems / Invisible disabilities / other disabilities.
- Knowledge and support : Awareness of Passengers with Disabilities / Understanding of Barriers for Persons with Disabilities / Knowledge of Service Animals / Methods of Communication with Persons with Disabilities / Knowledge of Access to Air Transportation by Persons with Disabilities / How to handle wheelchairs and other mobility aids carefully to avoid damage / How to preserve the dignity of people with disabilities.

Training based on ICAO, EU, CEAC and IATA regulations.



Duration indicative basis

4 hrs



Prerequisites

There are no prerequisites for this course.



Method

- Theoretical course in classroom.
- A qualified and experienced trainer provides the training action



Evaluation

- **Theoretical** : Written validation test.



Validity

Maximum 2 years (doc 30 / CEAC)



Contact

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