

## TRAINING COURSE

# Assisted Travel (PRM Assistance) Managers Course

## Introduction

We are facing an increasingly varied mix of passengers with different needs and abilities. So, it is vital that all staff working in the aviation sector should be well-equipped to deliver the most appropriate service to their passengers, by receiving quality training to enable them to become more disability confident.

In our training sessions, we focus on the diversity of needs of people with disabilities and reduced mobility. Although it is not possible to cover each individual case, we teach to understand patterns and put the focus on communication. Both communication and attitude are essential tools to succeed and excel in passenger services. Due to the diverse nature of the needs of people with hidden disabilities, and because the disabilities may not be immediately obvious, it is important that the travel industry make correct decisions to assist persons with hidden disabilities. It is highly important to make informed decisions. It is important to remember that the aim of all regulations linked to the rights of disabled persons and persons with reduced mobility when travelling by air is to ensure that disabled people have the same opportunities for air travel as non-disabled people, in particular, that they have the same rights to free movement, freedom of choice and non-discrimination.

### COURSE DURATION

3 Days, starting at 09:00 and finalizing at approximately 16:30.

### TARGET GROUP

Any manager or duty manager whose sphere of responsibility may cover the PRM/Assisted travel area within the airport environment.

Read more about the course Content, Learning Objectives and Pre-requisites on the website:  
[www.jaato.com](http://www.jaato.com)