

Inclusive Transport During a Pandemic

Train the Trainer
Core Modules



Inclusive Transport During a Pandemic

This module is for **operational managers**. It is about briefing staff during pandemic situations. It can be used alone or alongside other modules in the package suitable for operational managers.

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Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 20–40 minutes.

Learning Objectives



Facilitating discussion and planning on services for disabled passengers during a pandemic

Guidance to Accompany Slides

Inclusive Travel

Suggested timings: 15–20 minutes

Purpose: To prompt operational managers to consider how they will ensure staff **support disabled passengers during a pandemic and other risk-critical situations.**

Work through each of the slides, inviting questions or comments as appropriate. You should consider policies relating to practical assistance, communication in emergency situations and evacuation for disabled passengers.

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You can use the slide on increased anxiety to explore delegates' own responses in emergency situations, to build empathy and understanding of the different ways in which people may express themselves when anxious.

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It's important that managers understand and convey to all relevant staff that disabled passengers have rights and that these cannot be unreasonably compromised because of safety measures.

REAL

Suggested timings: 5–20 minutes

Purpose: Depending on the time available, use this slide to **summarise key messages**, and remind people about the Respect, Empathise, Ask, Listen theme of the training.

You can use the train the trainer notes on REAL here and/or in other sections of the training.



REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger **REAL** Person



Department
for Transport