

Operational Managers Practical Support

Train the Trainer
Aviation Modules



Operational Managers

Practical Support

This module is specifically for **operational managers** to support them to provide an accessible and inclusive service to disabled people and people with reduced mobility (PRMs). You can use the module to facilitate discussion of each element to assess how confident they feel that responsibilities are being met.

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It can be used as a standalone module or with others, and delivery can be informed by a range of other modules, such as the core module **What is Disability?**, to demonstrate the breadth of the term and number of people affected, and the aviation module **Rights and Duties**. The aviation module **Cabin Crew Practical Support** also has some useful material. If you can, show or share the short animated videos, which carry memorable messages about supporting disabled passengers.

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Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 35–60 minutes.

Learning Objectives

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Supporting operational managers to provide practical, accessible and inclusive support to disabled people and PRMs.

Guidance to Accompany Slides

Pre-flight Information

Suggested timings: 5–10 minutes

Purpose: To understand the importance of accessible information.

Encourage discussion, for the whole group or in pairs first, of levels of accessibility to pre-flight information and any possible improvements.

Airline Safety Rules

Suggested timings: 5–10 minutes

Purpose: To ensure that operational managers understand that refusing to carry a PRM can only happen in extremely limited circumstances.

Bookings

Suggested timings: 10 minutes

Purpose: To encourage operational managers to **identify good practice in bookings processes for disabled passengers** and to consider whether amending policy or communications, either with passengers or with staff, could improve the process.

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Mobility Equipment

Suggested timings: 10 minutes

Purpose: To **enable discussion about the importance of mobility equipment to PRMs**.

You may like to point out that while many people have no issue at all when using an airport chair, for some wheelchair users, having to transfer out of their own chair into an airport chair may be like putting on an extremely ill-fitting pair of shoes or having to go everywhere on your knees — uncomfortable, painful or humiliating.

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