



Understanding Travel Challenges and Solutions

Train the Trainer
Aviation Modules

Understanding Travel Challenges and Solutions

This module is for anyone who works in the aviation industry, to support them to provide an accessible and inclusive service to disabled people and people with reduced mobility (PRMs). 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**'. If you can, show or share the short animated videos, which carry memorable messages about supporting disabled passengers and PRMs.

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Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 45–70 minutes.

Learning Objectives

- 1 Providing an understanding of the experiences of disabled people and PRMs
- 2 Providing practical, accessible and inclusive support to disabled people and PRMs

Guidance to Accompany Slides

Civil Aviation Authority

Suggested timings: 5–10 minutes

Purpose: To remind delegates that PRMs **form a large proportion of the travelling public** and their experiences are important.

Encourage discussion, for the whole group or in pairs first, of delegates' knowledge and professional experience of disability.

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Satisfaction as a Disabled Passenger

Suggested timings: 5–10 minutes

Purpose: Provide **insight into the barriers** PRMs can face.

Read the text on the slide, emphasising that these are quotes from CAA reports. Encourage delegates to imagine that they are in the situation of the PRMs.

Focus on Barriers

Suggested timings: 10 minutes

Purpose: To emphasise that the challenges PRMs face are usually to do with a lack of accessible infrastructure, and that an approach that looks for barriers and offers practical support can make a huge difference and make services much more inclusive.

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Barriers to Travel

Suggested timings: 10 minutes

Purpose: Explore this data from the CAA's report on barriers to travel, noting the different areas where PRMs encounter barriers.

Barriers by Stage of Journey

Suggested timings: 10 minutes

Purpose: Explore this data from the CAA's report on barriers to travel, noting which parts of the journey come up most often.

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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