

Pilots' Briefing

Train the Trainer
Aviation Modules



Pilots' Briefing

This module is specifically for briefing **pilots** on their responsibilities in relation to disabled people and people with reduced mobility (PRMs). It is designed to be used as a standalone module but 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 people 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 80–105 minutes.

Learning Objectives



Briefing pilots on their responsibilities in relation to disabled people and PRMs

Guidance to Accompany Slides

Key Messages

Suggested timings: 5–10 minutes

Purpose: To **promote understanding of disability** as an important issue for airline travel.

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The Law

Suggested timings: 15–20 minutes

Purpose: To **ensure that pilots understand the legal duties of airlines and their own responsibilities** to comply with legislation. In particular, the concept of reasonable adjustments is important.

What is a PRM?

Suggested timings: 10 minutes

Purpose: To understand the breadth and diversity of the concept of PRM.

You can draw on information in the core module **What is Disability?** presentation to emphasise the breadth and numbers of people who can be considered disabled and emphasise that a PRM includes all of these people and anyone who faces any barriers to air travel.

Dementia

Suggested timings: 10 minutes

Purpose: Encourage pilots to **share any knowledge they have about dementia** and to consider how they can respond to any issues arising.

Refusing to Carry a Passenger

Suggested timings: 10 minutes

Purpose: To ensure that pilots **understand the limited circumstances in which it is possible to refuse to carry a passenger.**

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Accompanying Person

Suggested timings: 5 minutes

Purpose: To **explain the role of an accompanying person** and to emphasise again that refusing to carry a PRM passenger should be an absolute last resort.

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Communication

Suggested timings: 10 minutes

Purpose: To encourage pilots to **think about reduced mobility in terms of it being an ordinary, common human experience** and to focus on barriers to safe, comfortable travel and not on the individual as a problem.

Challenging Behaviour

Suggested timings: 10 minutes

Purpose: To **build empathy and understanding** about how access barriers, pain, fatigue, distress and sensory overload can create challenging behaviours.

Encourage discussion of de-escalation techniques and how to reassure passengers.

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