

Cabin Crew Practical Support

Train the Trainer
Aviation Modules



Cabin Crew

Practical Support

This module is specifically for **cabin crew** 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 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 75–100 minutes.

Learning Objectives



Supporting cabin crew to provide practical, accessible and inclusive support to disabled people and PRMs

Guidance to Accompany Slides

Welcoming Passengers on Board

Suggested timings: 5–10 minutes

Purpose: To **build empathy and understanding** of the impact cabin crew can have on disabled people and PRMs.

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

Providing Safe Assistance

Suggested timings: 5–10 minutes

Purpose: To **ensure cabin crew understand their responsibilities** to offer practical support to PRMs, helping them to their seat, stowing luggage for them and helping them to understand safety, security and other on-board information.

Encourage delegates to think about a range of people, including those with physical or mobility impairments, hearing or visual impairments, learning disabilities and mental health conditions.

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How can they provide practical support in a positive and welcoming way?

Seat Transfers

Suggested timings: 10 minutes

Purpose: To **explore experience of seat transfers** and share good practice.

Encourage delegates to share any experience they have of supporting disabled passengers and PRMs with seat transfers.

Dogs

Suggested timings: 10 minutes

Purpose: **Encourage cabin crew to share experiences** of accommodating assistance dogs and any issues or tips for supporting the assistance dog user on flights.

Ensure that delegates understand that assistance dogs are extremely well-trained working dogs and that they are as essential to people's mobility as someone else's eyes or ears.

Dementia

Suggested timings: 10 minutes

Purpose: To **enable discussion** about any challenges and principles of good practice for supporting passengers with dementia.

Encourage delegates to share personal or professional knowledge of dementia.

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.

Your Role

Suggested timings: 10 minutes

Purpose: To **emphasise the responsibilities of cabin crew** and how they can make a difference to the experience for PRMs

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Discuss

Suggested timings: 10 minutes

Purpose: Delegates to work in pairs to **discuss what they have learned** from the session and **what they will do differently**.

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