Understanding Travel Challenges and Solutions

Train the Trainer
Maritime Modules

REAL
REAL Passenger REAL Person

Department for Transport

Understanding Travel Challenges and Solutions

This module is for anyone who works in the maritime 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 maritime module **Rights and Duties**. If you can, show or share the short animated videos, which carry memorable messages about supporting disabled people and PRMs.

Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 20–50 minutes.

Learning Objectives

1. Providing an understanding of the experiences of PRMs

2. Helping staff to provide practical, accessible and inclusive support to disabled people and PRMs.

Guidance to Accompany Slides

Travel Challenges

Suggested timings: 5–10 minutes

Purpose: To **remind delegates that disabled people and 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.

Work through the various pieces of research and ask people to comment on how things could improve.

Maritime and Coastguard Agency Passenger Survey

Suggested timings: 10–20 minutes

Purpose: To **encourage insight** into the passenger experience.

Read the text on the slide and ask for ideas from delegates based on the findings.

Example questions to ask:

- Why might passengers with non-visible disabilities be less satisfied than those with a visible disability? Might they find that there isn't the same proactive offer of support, less empathy or more doubt about whether requested support or adjustments are really necessary?
- Why might passengers feel less satisfied on-board ship than portside? Might the facilities be more accessible? Perhaps people are more anxious or find moving around or making themselves understood more challenging?

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

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