Captains' Briefing

Train the Trainer
Maritime Modules

REAL
REAL Passenger REAL Person

Department for Transport

Captains' Briefing

This module is specifically for briefing **captains** 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 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 45–70 minutes.

Learning Objectives

1. Briefing captains on their responsibilities in relation to disabled people and PRMs.

Guidance to Accompany Slides

Refusing to Carry a Passenger

Suggested timings: 10 minutes

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

Use this slide as an opportunity to share relevant past experiences.

Carriage of Mobility and Medical Equipment

Suggested timings: 5–10 minutes

Purpose: To **test knowledge** of corporate policies.

Communication

Suggested timings: 15–20 minutes

Purpose: To **encourage captains to think about reduced mobility** in terms of it being an ordinary, common human experience and to focus on barriers to safe, comfortable travel, 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

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