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New Guidance calls for harmonised training to meet the needs of disabled passengers

JAA Training Organisation has developed a programme of training for all staff working with disabled passengers and passengers with reduced mobility (PRMs) at airports and on board aircraft.

The comprehensive range of training courses meets new guidance on training published 19 January 2010 by ECAC as part of a revised and updated Doc 30, Part 1, Section 5 – ECAC’s Policy Statement in the Field of Civil Aviation Facilitation.

The new ECAC training guidance supports EU Regulation 1107/2006 on the “Rights of Disabled Persons and Persons with Reduced Mobility when Travelling by Air”. Although the Regulation requires that all staff dealing with the travelling public receive training in disability awareness and disability equality, as well more detailed training for staff employed to provide assistance to PRMs, it does not specify what the training should include, nor does it deal with the key issues of specialist training requirements for staff working in a range of key capacities across the airport such as check in and security.

Since the Regulation came into force fully in July 2008, most of the complaints from disabled passengers and PRMs about poor service have been related to inadequate training.

JAA Training Organisation has worked with leading experts in this field to develop a range of courses which can be tailored to meet the specific needs of individual airports or groups of staff and which delivers a high standard of awareness and

practical knowledge about what to do and how to do in a way that will enable passengers with a disability and PRMs to travel with confidence and dignity.

Welcoming the new ECAC guidance, JAA TO Director Joost Jonker said:

“We are delighted to be the first to offer a comprehensive training package that will enable airports and airlines across Europe to deliver high and consistent standards of service to passengers with disabilities or reduced mobility.

Investing in good quality staff training is the key, not only to meeting legal requirements but also to maximising the market potential from large and growing numbers of disabled passengers and PRMs who are flying. There are some 50 million disabled people across the Member States of the European Union and the demographic trends common to all of us indicate that this number will continue to rise as the number of older people in the population increases. Our training package will help airports and airlines to deliver consistently high quality services to this important group of customers.”

Further information about JAA TO training courses can be obtained from training@jaat.eu, or click [here](#) (scroll down to PRM Regulations).