

AAWG

Aviation Access Working Group

STAFF TRAINING – GUIDANCE MATERIAL

A key aspect of airline and airport operators working successfully with passengers with a disability is how airline and airport staff are trained to provide assistance to passengers with a disability. Particular emphasis should be put into training for staff whose duties directly involve working with passengers with a disability.

The following is a list of suggested training topics for staff that assist passengers with a disability:

- awareness of disabilities and the barriers faced by passengers with disabilities when travelling on an aircraft;
- the types of special assistance offered by the airline;
- guidance in relation to appropriate language to be used by staff when communicating with passengers that require special assistance;
- how to assist a person who (this includes check-in, boarding, on-board the aircraft and disembarkation):
 - is blind or has a vision impairment;
 - is deaf or has a hearing impairment;
 - has a physical disability;
 - has a hidden, or intellectual disability;
 - has a medical condition that requires carry-on medical equipment;
 - is travelling with a service dog; or
 - is travelling with a carer.
- how to identify a service dog and what procedures should be followed;
- airline policy in relation to mobility aids as checked and carry-on luggage;
- wheelchair and manual handling etiquette;
- the appropriate handling of mobility aids;
- communication methods for the visual and hearing impaired;
- dealing with unexpected circumstances and emergency situations; and
- international compliance information (at overseas locations).

These are suggested topics only. Airlines and airports are responsible for determining the content of their staff training material. Topics may vary between airlines and airports due to the nature of services they provide and safety and operational constraints. Training topics and the level of training are also likely to differ depending on the role of the staff member (e.g. cabin crew, ground staff etc).

It is recommended that operators communicate in their Disability Access Facilitation Plans the level of training provided to staff, including the topics that are covered.