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COURSE BROCHURE

Passenger Facilitation and Accessibility Services Training Course

1 – 5 February 2027
London

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Registered in the United Kingdom and Saudi Arabia

Passenger Facilitation and Accessibility Services Training Course

Ref: 2159_79609 **Date:** 1 – 5 February 2027 **Location:** London **Fees:** 5900 GBP

Passenger Facilitation and Accessibility Services is a 1-week training course for airport and airline passenger services managers who oversee assistance for travellers with reduced mobility and hidden disabilities, and who leave with an Assistance Service Level Plan. Ageing travellers, more unseen-condition requests and scrutiny of contracted providers make dependable assistance a test of reputation. The course is offered by Jupiter Prime Training.

Why Passenger Facilitation and Accessibility Services Matter Now

Three forces shape assistance work today: a growing share of older and less mobile travellers, wider awareness of autism, dementia and sensory conditions that carry no visible sign, and outsourced contracts that split responsibility between airport, airline and provider. An operator that handles assistance well keeps boarding times stable, protects dignity at every handover and avoids public complaints. One that handles it badly faces missed connections and wheelchair damage claims. The course rests on the social model of disability and on recognised service level agreement SLA practice for contracted services.

Who Gains Most from Passenger Facilitation and Accessibility Services

- Managers responsible for the assistance contract and its daily performance at the terminal
- Airline station leads who notify assistance needs and accept passengers at the aircraft door
- Terminal duty managers who allocate assistance agents, buggies and ambulifts across peaks
- Customer relations leads who answer accessibility complaints
- Facilities planners who specify accessible toilets, signage and quiet rooms

Groups that send their contract owner, station lead and duty manager together gain most, since handover gaps sit between those roles.

Passenger Facilitation and Accessibility Services Capabilities

Participants trace one assisted journey from booking to kerb and turn it into measurable commitments.

- Assess the assistance demand profile by passenger need category — staffing levels for the assistance contract
- Design pre-notification and handover checkpoints between airline, airport and provider — accountability at each transfer
- Specify waiting-time and boarding-sequence targets for assisted passengers — the service level agreement
- Apply hidden disability recognition and communication methods at front-line touchpoints — agent briefing and coaching
- Weigh terminal accessibility improvements against cost and passenger impact — the facilities investment list
- Build an assistance complaint and incident review routine — contractor performance meetings

Key Passenger Facilitation and Accessibility Services Terms

- Passenger with reduced mobility PRM — a traveller whose movement is limited by disability, age or illness and who needs help.
- Hidden disability — a condition such as autism, dementia or hearing loss that is not visible yet affects travel.
- Pre-notification — advance notice of an assistance need sent by the airline to the airport.
- Assistance handover — the point where responsibility for an assisted passenger passes from one agent, provider or organisation to another.
- Designated assistance point — a marked, accessible place where passengers can call for help on arrival at the terminal.
- Assistance service level — a measurable target, such as maximum waiting time, agreed under contract.

Passenger Facilitation and Accessibility Services Day by Day

Day 1: The Assisted Traveller and Service Context

- Social Model of Disability — How Assistance Duties Are Framed
- Passenger Need Categories and Assistance Codes — Matching Equipment to Each Need
- Assisted Journey Trace From Booking to Kerb — Locating Failure Points
- Roles Map of Airport, Airline and Provider — Splitting Assistance Accountability
- Demand Profile by Hour and Need Type — Sizing the Assistance Workforce

Day 2: Booking, Notification and Handover

- Pre-Notification Flow and Data Fields — Reducing Unannounced Assistance Requests
- Designated Assistance Points and Call Systems — Arrival Contact Without Delay
- Handover Checklist at Security, Gate and Aircraft Door — Continuous Custody of Passengers
- Ambulift and Boarding Sequence Planning — Protecting On-Time Departure
- Mobility Aid Handling and Damage Prevention — Liability for Wheelchairs and Equipment

Day 3: Hidden Disabilities and Accessible Terminals

- Hidden Disability Lanyard and Recognition Schemes — Discreet Identification at Touchpoints
- Sensory Load Audit of the Terminal — Siting Quiet Rooms and Calm Routes
- Accessible Wayfinding, Seating and Toilets — Facilities Investment Priorities
- Communication Methods for Autism and Dementia — Agent Behaviour at Pressure Points
- Agent Training Curriculum and Refresher Cycle — Competence of Front-Line Staff

Day 4: Service Levels, Contractors and Complaints

- Waiting-Time and Response Targets — Writing Enforceable Assistance Service Levels
- Assistance Performance Dashboard — Monthly Review With the Provider
- Mystery Traveller and Passenger Feedback Surveys — Testing Real Service Quality
- Complaint Root Cause Coding — Fixing Recurring Assistance Failures
- Airline Consultation Forum on Assistance — Shared Decisions on Standards

Day 5: Practising the Assistance Service Level Plan

- Demand Profile Applied to a Live Schedule — Peak Staffing Decision
- Handover Checklist Tested Through a Missed-Connection Case — Recovery Steps
- Sensory Audit Findings Ranked for Funding — Terminal Improvement Sequence
- Service Level Targets Drafted for Contract Renewal — Provider Negotiation Position
- Assistance Service Level Plan — Final Plan for Leadership Sign-Off

Applying Passenger Facilitation and Accessibility Services After the Course

- Trace three real assisted departures and log each handover gap.
- Hold a monthly provider review using waiting-time and complaint root cause measures.

Passenger Facilitation and Accessibility Services Questions FAQ

What are passenger facilitation and accessibility services and why do they matter now?

They are the processes, staff and facilities that let travellers with reduced mobility or hidden disabilities move through an airport with dignity. They matter now because demand is rising and responsibility is split across several parties.

Which roles gain most from passenger facilitation and accessibility services training?

Contract owners, station leads, duty managers, customer relations leads and facilities planners gain most. Each controls one part of the assisted journey, so training them together closes handover gaps.

How does passenger facilitation and accessibility services training differ from passenger journey design?

It focuses on assisted travellers, handovers and contracted assistance service levels. A passenger journey design course treats the general flow and experience of all travellers, while this one examines the needs and accountability behind each assisted movement.

What do you bring back from passenger facilitation and accessibility services training?

You bring back a draft plan that sets staffing, handover checkpoints, waiting-time targets and complaint review for assistance.

Passenger Facilitation and Accessibility Services: The Way Forward

The Assistance Service Level Plan first informs the staffing and waiting-time targets written into the next assistance contract. Contract owners, station leads and duty managers use it to agree who holds each passenger at each handover. After its first season, revisit the hidden disability measures, where complaints often reveal needs the demand profile missed.