



COMMUNICATIONS ACCESSIBILITY FOR PASSENGER TRANSPORT

"Accessibility is a basic right, not a privilege." - Stephen Hawking

This Accessibility Training for Passenger Transport course offers an in-depth exploration of best practices and strategies for providing safe, comfortable, and accessible transport to passengers. Participants will learn how to design and deliver accessible services to ensure transportation systems meet the needs of every passenger regardless of physical or cognitive abilities. Transport organisations often overestimate their understanding of passenger neurodiversity. Discover methods of creating an inclusive environment, compliance with legislation, enabling assistive devices, communication, and customer service. You'll gain the skills and knowledge to provide a respectful, barrier-free service for all customers. By the end of this course, you will be able to create a welcoming, accessible, and safe experience for every passenger

Key Course Content:

- Understand the importance of accessibility in transport
- Discuss the implications of regulations
- Know specific strategies for increasing accessibility
- Gain an understanding of the challenges disabled passengers face
- Discuss some devices that neurodiverse passengers use regularly
- Discuss neurotypical and neurodivergent passenger behaviours
- Build a plan to improve accessibility on public transport
- Discuss how inaccessibility causes anxieties and fears
- Provide the best service to passengers with a disability
- Identify appropriate resources and materials that support accessibility
- Establish methods to promote awareness and education about the importance of accessibility

Target Audience:

The course can be tailored for the specific cohort whether it be the drivers, passenger assistants or the transport planning team.

Duration:

This course is available as a 1-day course or a truncated ½ day course.

Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.

Group Size:

We recommend a group size of 3-12 people.

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