



Aviation in A Box Learning Solution



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Meeting the challenges of inclusive service

Our team of experts understand the challenges that the aviation sector faces when meeting their legal and regulatory obligations in respect of Equality, Diversity and Inclusion.

Workplace Diversity Solutions can help businesses looking to improve the passenger assistance service for people with a disability. Our team can provide you with the tools, resources, guidance, and training materials you need to offer a truly exceptional customer experience.

Our Learning Solution Works Across Your Population



Workplace Diversity Solutions wants to help Airport Operators, PRM Service Providers, and others in the aviation sector to address this very challenge, the Aviation edition of our Learning in a Box solution has been created by experts with a wealth of experience in supporting businesses to understand and comply with key regulations.

Our learning solution enables you to build in-house expertise within your business and to empower your workforce.

Why invest in inclusive service?

People with a disability represent a growing consumer base within the United Kingdom, with the spending power of households with a disability estimated to be in excess of £250bn per year.

Our society is changing and with over 11 million people in the United Kingdom having either a disability or a long-term health condition, it is becoming more and more important that businesses appreciate the importance of engaging with people who have a disability.

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Understanding the business case for inclusive service

A strong moral and business argument exists for considering the needs of people with a disability when travelling by air.

Passenger Growth	Requests for assistance	Research shows
UK air travel grew by 19% between 2010-2017	Requests for passenger assistance grew by 47% between 2010-2017	1 in 5 people in the UK have a disability

Current demand for passenger assistance

In recent years we have seen increased focus on the level and standard of service provided at UK airports. Several high-profile cases have been published in the national press where the level of service given has fallen short of an acceptable standard. Outlined below are several key statistics that need to be considered.



Airports are a heavily regulated sector and have several obligations placed upon them in terms of how they meet the needs of passengers with a disability.

[Regulation EC1107/2006](#) is concerned with the rights of people with a disability and those with restricted movement and states that people with a disability should:

“Have the same opportunities for air travel as non-disabled people, in particular that they have the same rights to free movement, freedom of choice and nondiscrimination”.

[You can access a report by the Civil Aviation Authority regarding Airport Accessibility here](#)

Much of the focus within the obligations, and indeed the focus within the sector has been on the needs of passengers with restricted mobility. However, it is important that we also focus on a range of other reasons why a person might require passenger assistance.

Non-visible, or hidden disabilities such as autism, dementia, learning disabilities, visual impairments, and mental health conditions also need to be given consideration when examining the issue of passenger assistance.

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What does inclusive service look like?

The Civil Aviation Authority assesses the level of service that passengers with a disability receive when travelling by air. [You can find out more about the assessments here](#)

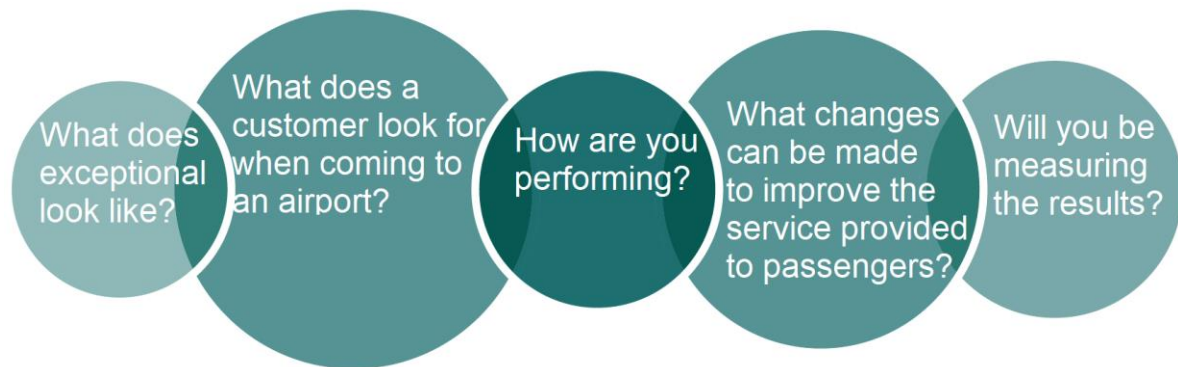
During the assessment several factors are considered:

Levels of passenger satisfaction regarding the assistance provided

- How long an individual has had to wait for the assistance they require
- Levels of interaction each airport has with disability groups to discuss service

One of the best ways that businesses can improve the level of service provided to passengers with a disability, is almost to forget the disability for a moment and focus on them as a passenger.

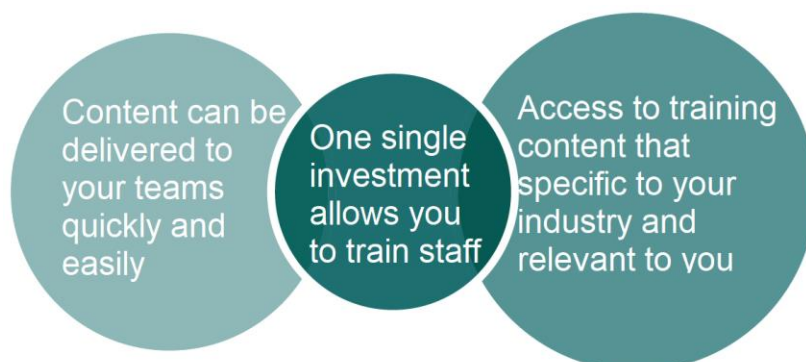
Take time to consider what the passenger assistance is like now. You may find it helpful to consider the following questions:



How our solution works for you

In short, we provide you with an integrated set of tools to meet the Equality, Diversity and inclusion training needs for your workforce. If you are an individual who has responsibility for staff development, then our learning in a box solution could be just what you have been looking for.

Our solution brings considerable benefits:



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What is included in the box?

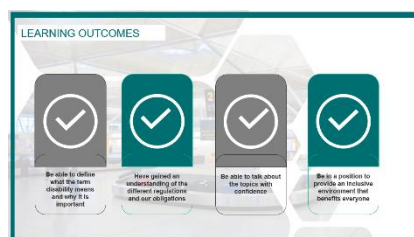
We have provided you with an overview of the content included in this learning solution

Detailed trainers guide to ensure that you have the confidence and the knowledge needed to deliver the appropriate training materials to your team
A highly visual presentation of course material developed specifically for your sector so that you can deliver learning whenever and wherever you need it. The course covers: <ul style="list-style-type: none">• Legislation• Disability awareness• Equipment awareness• Job-related items and exercises• Assessment
Handouts that you can give to your team to take away and continue learning
An internal checklist showing attendance records so that you have a clear training record or audit trail
Language and Terminology Guide that you can give to staff to ensure effective communication
Factsheets, guides, and key documents associated with your industry so that you are providing the right and relevant information to your team
Case study examples to make your learning environment more engaging
A certificate that you can amend and give to each learner to show your commitment to Equality, Diversity and Inclusion

Our learning solution has been specifically designed to help business in the aviation sector to consider the needs of passengers with a disability and to embed a culture of inclusion across your business.



Each box has a range of learning materials for you to use whenever you need them



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Additional Learning Solutions

If you are looking to provide an exceptional learning experience within your business and develop your knowledge of diversity and inclusion, we have a range of services that are designed to compliment the aviation in a box solution.

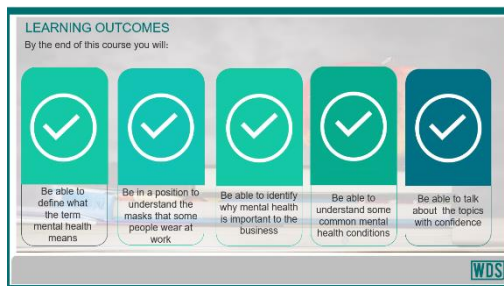
eLearning Courses

We have a range of prebuilt eLearning courses available in topics such as mental health awareness, disability awareness, diversity for managers, and inclusion. If you would like to have a bespoke eLearning solution built for you, [please get in touch](#).



Our team consists of instructional designers, learning experts and consultants who can provide you with engaging content that can be accessed anywhere at any time.

Classroom-Based Learning



Our team of experts have delivered classroom-based content for organisations including Eurostar International, Scottish and Southern Electricity Networks, Manchester Airport Group, and many other leading businesses across the United Kingdom.

If you are looking for engaging content delivered by people who have real life experience of living with a disability, or an unbeatable understanding of diversity and inclusion, [please get in touch](#).

If you would like to arrange a free consultation to discuss your requirements, [please contact us](#).



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