

**Part 211**

**Passengers with Disabilities**

This part of Jordanian Civil Aviation Regulations is hereby issued under the authority and provisions of article 12-B of the Civil Aviation Law No. (41) dated 2007, as amended.

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**Record of Revisions**

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### 211.1 Applicability

- a) This Part establishes rules for the protection of and provision of assistance to Persons with Disabilities and Persons with Reduced Mobility traveling by air, to protect them against discrimination, to ensure that they receive assistance, and to meet their needs in air transportation.
- b) This Part shall apply to Persons with Disabilities and Persons with Reduced Mobility using or intending to use commercial passenger air services on departure from, on transit through, or on arrival at an airport situated in the territory of The Hashemite Kingdom of Jordan.
- c) This Part shall not affect the rights of passengers established by JCAR part 209. In so far as the provisions of this Part conflict with part 209 this Part shall prevail.

### 211.3 Definitions

For the purposes of this Part the following definitions shall apply:

- a) **Air Carrier:** means a legal entity holding a valid operating license or an airline operating certificate.
- b) **Airport:** means any area of land specially adapted for the landing, taking-off and maneuvers of aircraft, including ancillary installations which these operations may involve for the requirements of aircraft traffic and services including installations needed to assist commercial air services.
- c) **Airport Car Park:** means a car park, within the airport boundaries or under the direct control of the operator of an airport, which directly serves the passengers using that airport.
- d) **Airport User:** means any natural or legal person responsible for the carriage of passengers by air from or to the airport in question.

- e) **Reservation:** means the fact that the passenger has a ticket, or other proof, which indicates that the reservation has been accepted and registered by the air carrier or tour agency.
- f) **Commercial Passenger Air Service:** means a passenger air transport service operated by an air carrier through a scheduled or non-scheduled flight offered to the general public for valuable consideration, whether on its own or as part of a package.
- g) **Person with Disabilities or Person with Reduced Mobility** taking into account the provisions of the Law on the Rights of Persons with Disabilities in force, means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotors, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to their particular needs of the service made available to all passengers. The level of assistance required can vary depending on the different needs that people have when travelling by air.
- h) **Accompanying Person:** means a person who assists Passengers with Disabilities and Passengers with Reduced Mobility during their journey with daily life activities. The accompanying person provides assistance which cabin crew cannot provide.
- i) **Operating Air Carrier:** means an air carrier that performs or intends to perform a flight under a contract with a passenger or on behalf of another person, legal or natural, having a contract with that passenger.
- j) **Tour Agency:** means the person who, other than occasionally, organizes air travel packages and sells or offers them for sale, whether directly or through a retailer.

- k) **Airport User:** means any natural or legal person responsible for the carriage of passengers by air from or to the airport in question.
- l) **Airport Operator:** means the entity that manages, operates or invests the airport.

### **211.5 Prevention of refusal of carriage**

- a) An air carrier or its agent or a tour agency shall not refuse, on the grounds of disability or of reduced mobility except for reasons which are justified on the grounds of safety requirements and established by international or national law:
  - 1) to accept a reservation for a flight departing from or arriving at an airport to which this Part applies,
  - 2) to embark a Person with Disabilities or Person with Reduced Mobility at such an airport, provided that the person concerned has a valid ticket and reservation.

### **211.7 Derogations, special conditions and information**

- a) Notwithstanding the provisions of section 211.5 an air carrier or its agent or a tour agency may refuse, on the grounds of disability or of reduced mobility, to accept a reservation from or to embark a Person with Disabilities or a Person with Reduced Mobility:
  - 1) In order to meet applicable safety requirements established by international or national law or in order to meet safety requirements established by the authority that issued the air operator's certificate to the air carrier concerned.
  - 2) If the size of the aircraft or its doors makes the embarkation or carriage of that Person with Disabilities or Person with Reduced Mobility physically impossible.
  - 3) In the event of refusal to accept a reservation on the grounds referred to under points (1) or (2) above, the air carrier, its agent or the tour agency shall make reasonable efforts to propose an acceptable alternative to the person in question.
  - 4) A Persons with Disabilities or Person with Reduced Mobility who has been denied embarkation on the grounds of their disability or reduced mobility

and any person accompanying this person pursuant to this section shall be treated as a case of denied boarding as stipulated in JCAR part 209 upon all safety requirements being met.

- 5) If a change in aircraft before a flight's departure results in the air carrier not being able to accommodate a passenger's wheelchair in the cargo hold, the air carrier shall deal with this case as a case of denied boarding as stipulated under JCAR 209.
- b) Under the same conditions referred to in section 211.7.a.1, an air carrier or its agent or a tour agency may require that a Person with Disabilities or a Person with Reduced Mobility be accompanied by another person who is capable of providing the assistance required by that person and cannot be provided by cabin crew or a safety assistant in the following cases :
  - 1) if they are not self-reliant while performing daily life activities.
  - 2) if they require assistance with eating, drinking or taking medication.
  - 3) If they require assistance in the toilet or any other form of personal care.
- c) The Air carrier shall give the accompanying person a seat next to the Person with Disabilities and Person with Reduced Mobility.
- d) An air carrier or its agent shall make publicly available, in accessible formats and in at least the same languages as the information made available to other passengers, the safety rules that apply to the carriage of Persons with Disabilities and Persons with Reduced Mobility, as well as any restrictions on their carriage or on that of mobility equipment due to the size of aircraft. A tour agency shall make such safety rules and restrictions available for flights included in air travel package which it organizes, sells or offers for sale.
- e) When an air carrier or its agent or a tour agency exercises a derogation under paragraphs (a) (1) or (a) (2) of this section shall immediately inform the Person with Disabilities and Person with Reduced Mobility and the accompanying person of the reasons therefore. On request, an air carrier, its agent or a tour agency shall communicate these reasons in writing to the Person with Disabilities or Person with Reduced Mobility and the accompanying person within five working days of the request.

### **211.9 Designation of points of arrival and departure**

- a) In cooperation with air carriers, and relevant organizations representing Persons with Disabilities and Persons with Reduced Mobility, the airport operator shall, taking account of local conditions, designate points of arrival and departure within the airport boundary or at a point under the direct control of the airport operator, both inside and outside terminal buildings, at which Persons with Disabilities and Persons with Reduced Mobility can, with ease, announce their arrival at the airport and request assistance. These points should be designated at least at the main entrances to terminal buildings, in areas with check-in counters, in drop-off points, and in airport car parks.
- b) The points of arrival and departure referred above, shall be clearly signed and shall offer basic information about the airport, in accessible formats.

### **211.11 Transmission of information**

- a) Air carriers, their agents and tour agencies shall take all measures necessary for the receipt, at all their points of sale, including sale by telephone and via the internet, of notifications of the need for assistance made by Persons with Disabilities and Persons with Reduced Mobility.
- b) When an air carrier or its agent or a tour agency receives a notification of the need for assistance at least 48 hours before the published departure time for the flight, it shall transmit the information concerned at least 36 hours before the published departure time for the flight to:
  - 1) the airports operators of departure, arrival and transit; and
  - 2) the operating air carrier, if a reservation was not made with that carrier, unless the identity of the operating air carrier is not known at the time of notification, in which case the information shall be transmitted as soon as practicable.
  - 3) In all cases other than those mentioned in (b) (1) and (b) (2), the air carrier or its agent or tour agency shall transmit the information as soon as possible.
- c) Air carriers and airport operators, and tour agencies should take necessary measures to inform those Persons with Disabilities and Persons with Reduced Mobility planning to travel or in the course of travel of the availability of accessible services and of how to access them, whether or not the information is

specifically requested and it shall be also made available online. Information about the following should be made available to the public by air carrier and airport operators as applicable:

- 1) hours of operation,
- 2) location of designated parking areas,
- 3) location of drop-off and pick-up areas,
- 4) telephone numbers for accessibility information,
- 5) wheelchair or electric cart services,
- 6) location of relieving areas for service animals,
- 7) accessible inter-terminal transportation,
- 8) accessible ground transportation,
- 9) passes for non-travelling companions,
- 10) complaint resolution services,
- 11) advance notice requirements,
- 12) check-in and flight departure times,
- 13) requirements for the carriage of mobility aids, e.g. size, and
- 14) types of services available at the airport and in flight, including available boarding equipment.

### **211.13 Right to assistance at airports**

- a) When a Person with Disabilities or Person with Reduced Mobility arrives at an airport for travel by air, the airport operator shall be responsible for ensuring the provision of the assistance specified in Appendix A in such a way that the person is able to take the flight for which they hold a reservation, provided that the notification of the person's particular needs for such assistance has been made to the air carrier or its agent or the tour agency concerned at least 48 hours before the published time of departure of the flight. This notification shall also cover a return flight, if the outward flight and the return flight have been contracted with the same air carrier.
- b) Where use of a recognized assistance dog is required, this shall be accommodated provided that notification of the same is made to the air carrier or its agent or the tour agency and approved in accordance with applicable national rules covering the carriage of assistance dogs on board aircraft, where such rules exist. provided that the assistance dog:

- 1) does not endanger the safety of flight operations,
  - 2) is not reasonably considered as a threat to other passengers, and
  - 3) does not cause health concerns related to hygiene of the aircraft.
- c) If no notification is made, the airport operator shall make all reasonable efforts to provide the assistance specified in Appendix A in such a way that the person concerned is able to take the flight for which they hold a reservation.
- d) The provisions of section 211.13 shall apply provided that:
- 1) The person presents himself or herself for check-in:
    - (i) at the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour agency, or
    - (ii) if no time is stipulated, not later than 90 minutes before the published departure time, or
  - 2) The person arrives at a point within the airport boundary designated:
    - (i) at the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour agency, or
    - (ii) if no time is stipulated, not later than two hours before the published departure time.
- e) When a Person with Disabilities or a Person with Reduced Mobility transits through an airport to which this part applies, or is transferred by an air carrier or a tour agency from the flight for which they hold a reservation to another flight, the airport operator shall be responsible for ensuring the provision of the assistance specified in Appendix A in such a way that the person is able to take the flight for which they hold a reservation subject to having sufficient time for transit not less than two hours.
- f) On the arrival by air of a Person with Disabilities or a Person with Reduced Mobility at an airport to which this Part applies, the airport operator shall be responsible for ensuring the provision of the assistance specified in Appendix A in such a way that the person is able to reach their point of departure from the airport as referred in section 211.9.
- g) The assistance provided shall, as far as possible, be appropriate to the particular needs of the individual passenger.

**211.15 Responsibility for assistance at airports**

- a) The airport operator shall be responsible for ensuring the provision of the assistance specified in Appendix A without additional charge to Persons with Disabilities and Persons with Reduced Mobility.
- b) Persons with Disabilities and Persons with Reduced Mobility should not incur additional charges for accessible ground transportation, for transporting recognized assistance dogs, wheelchairs, or other mobility aids or assistance devices or special dietary requirements and medications.
- c) The airport operator may provide such assistance itself. Alternatively, in keeping with its responsibility, and subject always to compliance with the quality standards referred to in section 211.17, the airport operator may contract with one or more other parties for the supply of the assistance on its own initiative or on request, including from an air carrier, and taking into account the existing services at the airport concerned. In the event that it refuses such a request, the airport operator shall provide written justification.
- d) The airport operator shall separate the accounts of its activities relating to the assistance provided to Persons with Disabilities and Persons with Reduced Mobility from the accounts of its other activities, in accordance with international common commercial practice.
- e) The airport operator shall make available to CARC any required information in respect of the assistance provided to Persons with Disabilities and Persons with Reduced Mobility.

**211.17 Quality standards for assistance**

- a) The airport operator shall set quality standards for the assistance specified in Appendix A and determine resource requirements for meeting them, in cooperation with air carriers and organizations representing Persons with Disabilities and Persons with Reduced Mobility.
- b) In the setting of such standards, full account shall be taken to the standards specified in Appendix A, and national and international policies and codes of conduct concerning facilitation of the transport of Persons with Disabilities or Persons with Reduced Mobility, the national Law on the Rights of Persons with Disabilities in force and other relevant regulations.

- c) The airport operator of an airport shall publish its quality standards after being accepted by CARC.
- d) An air carrier and the airport operator of an airport may agree that, for the passengers whom that air carrier transports to and from/via the airport, the airport operator shall provide assistance of a higher standard than the standards referred to in paragraph (a) of this section or provide services additional to those specified in Appendix A.

### **211.19 Assistance by air carriers**

- a) An air carrier shall provide the assistance specified in Appendix B without additional charge to a Person with Disabilities or Person with Reduced Mobility departing from, arriving at or transiting through an airport to which this Part applies provided that the person in question fulfils the conditions set out in section 211.13 (a), (b) and (d).
- b) Disability aids required by Persons with Disabilities and Persons with Reduced Mobility should be carried free of charge in the cabin where space, weight and safety requirements permit or should be carried free of charge and designated as priority baggage.
- c) Recognized assistance dog accompanying Persons with Disabilities and Persons with Reduced Mobility should be carried free of charge in the cabin, on the floor at the person's seat, subject to the application of any relevant national or aircraft operator regulations.
- d) Air carriers that charge for advanced seat selection should waive the charge for a Persons with Disabilities or Persons with Reduced Mobility in order that the latter may select the seat that best meets their needs.

### **211.21 Training**

- a) Airport operators, air carriers and/ or other entities that provide services or assistance to Persons with Disabilities and Persons with Reduced Mobility as applicable shall:
  - 1) ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to Persons with Disabilities and

Persons with Reduced Mobility have knowledge of how to meet the needs of persons having various disabilities or mobility impairments,

- 2) provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the traveling public,
  - 3) ensure that, upon recruitment, all new employees attend disability-related training and that personnel receive refresher training courses when appropriate, and
  - 4) retain training and refresher training records at least for three years for review by CARC.
- b) All training and refresher training other than those provided by the Higher Council for the Rights of Persons with Disabilities shall be accepted by CARC and include the training modules stated in Appendix C.

### **211.23 Compensation for lost or damaged wheelchairs, other mobility equipment and assistive devices**

- a) Where wheelchairs or other mobility equipment or assistive devices are lost or damaged whilst being handled at the airport or transported on board aircraft, the passenger to whom the equipment belongs shall be compensated, their value, at the time of loss.
- b) The devices and equipment related to Persons with Disabilities or Persons with Reduced Mobility are excluded in all cases that require the air carrier to lighten the weight of the aircraft by unloading some luggage, and the air carrier must ensure that it arrives with the passenger.
- c) The air carrier is obligated to provide a replacement chair immediately if the wheelchair does not arrive on the same flight.
- d) If the wheelchairs or other mobility equipment or assistive devices are of high value, the passenger must declare this to the air carrier at the time of booking.

### **211.25 Exclusion of waiver**

Obligations towards Persons with Disabilities and Persons with Reduced Mobility pursuant to this Part shall not be limited or waived.

**211.27 Enforcement body**

CARC is the enforcement body of this Part as regards flights departing from /transit at/ or arriving at airports situated in territory of Jordan. CARC shall take the measures necessary to ensure that the rights of Persons with Disabilities and Persons with Reduced Mobility are respected, including compliance with the quality standards referred to in section 211.17

**211.29 Complaint procedure**

- a) A Person with Disabilities or Person with Reduced Mobility who considers that this Part has been infringed may bring the matter to the attention of the airport operator or to the attention of the air carrier concerned, as the case may be.
- b) If the Person with Disabilities or Person with Reduced Mobility cannot obtain satisfaction in such way, complaints may be made to CARC about an alleged infringement of this Part.
- c) CARC shall take measures to inform Person with Disabilities and Persons with Reduced Mobility of their rights under this Part and of the possibility of complaint to related body or bodies.
- d) The Person with Disabilities or Person with Reduced Mobility may delegate a third party under a notarial power of attorney to claim any rights provided for under these instructions.
- e) The airport operator and the air carrier shall inform the public about their complaints procedures; in ways that are accessible to Persons with Disabilities and Persons with Reduced Mobility; and promptly inform them that they may file a complaint with CARC if the complaint is not resolved or the person is not satisfied with the solution provided.
- f) The complaints shall be brought within a period of two years, reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.

**211.31 Penalties**

Penalties shall be applicable to infringements of this Part and CARC shall take all the measures necessary to ensure that these rules are implemented.

**211.33 Enforcement**

The Chief Commissioner shall take necessary actions for enforcing the provisions of this Part, including the use of electronic means for completing transactions and complaints.

**Appendix A: Assistance under the responsibility of the airport operators**

- A. Assistance and arrangements necessary to enable Persons with Disabilities and Persons with Reduced Mobility to:
- Communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in section 211.9,
  - Move from a designated point to the check-in counter,
  - Assistance with baggage,
  - Check-in and register baggage,
  - Proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,
  - Board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
  - Proceed from the aircraft door to their seats,
  - Store and retrieve baggage on the aircraft,
  - Proceed from their seats to the aircraft door,
  - Disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
  - Proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,
  - Proceed from the baggage hall to a designated point,
  - Reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed,
  - Move to the toilet facilities if required,
  - Accessible Information desks.
- B. Where a Person with Disabilities or a Person with Reduced Mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking.
- C. Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

- D. When a person using a wheelchair who is not independently mobile must await assistance with boarding or disembarking, the airport operator staff, as appropriate, should be in frequent (e.g. every 30 minutes) contact with the person to advise them of the status of the request for assistance and to enquire about the person's needs.
- E. Temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like-for-like basis.
- F. Ground handling of recognized assistance dogs, when relevant.
- G. Communication of information needed to take flights in accessible formats.
- H. The following standards represent the minimum levels of service to be applied to the handling of Persons with Disabilities and Persons with Reduced Mobility. They are subject to adjustments agreed on by CARC and airport operator in accordance with the size of airport and the type of traffic concerned.
  - 1) for pre-notified departing passengers Upon arrival at a designated point at the airport, once they have made themselves known:
    - 80% of passengers should wait no longer than 10 minutes for assistance.
    - 90% should wait for no longer than 20 minutes.
    - 100% should wait for no longer than 30 minutes.
  - 2) for non-pre-notified departing passengers Upon arrival at the airport, once they have made themselves known:
    - 80% of passengers should wait no longer than 25 minutes.
    - 90% should wait no longer than 35 minutes.
    - 100% should wait no longer than 45 minutes.
  - 3) waiting times over 15 minutes are subject to availability of waiting areas.
  - 4) subject to pre-notification, 100% of departing passengers who are at the designated point and/or check-in counter within the stipulated time must reach their aircraft in time to enable timely pre-boarding and departure.
  - 5) for pre-notified arriving passengers, assistance should be available at the gate-room/aircraft side for:
    - 80% of customers within 5 minutes.
    - 90% within 10 minutes.
    - 100% within 20 minutes.
  - 6) for non-pre-notified arriving passengers, assistance should be available at the gate-room / aircraft side for:

- 80% of passengers within 25 minutes.
- 90% within 35 minutes.
- 100% within 45 minutes.

**Appendix B: Assistance by air carriers**

- A. Carriage of recognized assistance dogs in the cabin, subject to national regulations.
- B. In addition to medical equipment, transport of up to two pieces of mobility equipment per Person with Disabilities or Person with Reduced Mobility, including electric wheelchairs subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.
- C. Communication of essential information concerning a flight in accessible formats.
- D. The making of all reasonable efforts to arrange seating to meet the needs of Persons with Disabilities or Persons with Reduced Mobility on request and subject to safety requirements and availability.
- E. During a flight, the air carrier should make periodic enquiries concerning the needs of a Persons with Disabilities and Persons with Reduced Mobility.
- F. Assistance in moving to toilet facilities if required.
- G. Where a Person with Disabilities or a Person with Reduced Mobility is assisted by an accompanying person, the air carrier will make all reasonable efforts to give such person a seat next to the Person with Disabilities or Person with Reduced Mobility.
- H. Prioritize processing Persons with Disabilities and Persons with Reduced Mobility at check-in counters and identify these counters with clear and visible signage.
- I. If wheelchairs cannot be carried in a passenger cabin, air carriers should accept them for carriage in the cargo hold and promptly return them at the passenger's destination. Wheelchairs and mobility aids should be the last items to be stowed in an aircraft cargo hold and the first items to be removed.

**Appendix C: Training****TRAINING OF ASSISTANCE PERSONNEL FOR PERSONS WITH  
DISABILITIES AND PERSONS WITH REDUCED MOBILITY**

1. Introduction
2. The training modules
3. Trainers' requirements
4. Staff training in contact with the traveling public - module 1
5. Training of staff providing assistance at the airport - module 2
6. Training of personnel providing assistance on board - module 3

**1. INTRODUCTION**

The Jordan Part 211 provides, in article 211.21(a) (1) that airport operators and air carriers shall ensure "that all their personnel, including those employed by any sub-contractor, providing direct assistance to Persons with Disabilities and Persons with Reduced Mobility have knowledge of how to meet the needs of persons having various disabilities or mobility impairments".

Pursuant to section 211.21 (a) (2) of the same Part, airport operators and air carriers are also required to provide their personnel - including contracted personnel- who work in direct contact with travelers with training focused on disability-equality and disability-awareness.

Airport operators and air carriers therefore have a direct responsibility for the training of their personnel and are required to ensure that the subcontractors they use provide the necessary training. In this second case, the quality standards of the assistance services are agreed upon when the contract is stipulated, together with systematic monitoring and control tools on the services provided.

For personnel training and refresher courses, the airport operators and air carriers can make use of the collaboration of public organization (e.g. Higher Council for the Rights of Persons with Disabilities - HCD) or private organizations (Organizations of Persons with Disabilities) operating in the social sector with specific purposes and

skills in the field of disability during the planning and/or delivery phases.

Complaints that highlight disservices on the assistance received or deviations from the established and accepted quality standards can be used to adapt and improve training programs.

Data relating to personnel training are also recorded for the purpose of scheduling periodic refresher courses.

The purpose of this Appendix is to provide airport operators and air carriers and any sub-contractor companies, guidelines on which to base the respective training programs for their personnel.

## **2. TRAINING MODULES**

The articulation of the training program for air transport personnel is developed in three specific modules.

- Module 1: contains the training program for personnel who, in carrying out their work, while not providing direct assistance to Persons with Disabilities and Persons with Reduced Mobility, may come into contact with Passengers with Disabilities or Passengers with Reduced Mobility (e.g. flight crew, personnel in charge of check-in, at security, information desks, ticket offices and commercial activities);
- Module 2: contains the specific training program for the personnel involved in assisting Passengers with Disabilities and Passengers with Reduced Mobility at the airport (e.g. the personnel or who help them transfer from their wheelchair to another or who assist them in operations boarding/disembarking and baggage claim and in emergency procedures);
- Module 3: contains the specific training program for on-board personnel, which includes the various forms of assistance during all stages of the journey.

This training is ensured to newly hired personnel before entry into service.

The minimum duration of a typical training course cannot be less than four hours for Module 1 and eight hours for Modules 2 and 3.

Refresher courses are scheduled every two years for each category of personnel.

The minimum duration of a typical refresher course cannot be less than two hours

for Module 1 and four hours for Modules 2 and 3.

The training and refresher courses may include, for the theoretical part only, the use of e-learning platforms.

For the purposes of standardizing training programs, it is considered appropriate to give indications on the minimum content to be provided.

Without prejudice to a common training basis, training is provided taking into account the function performed and the relative organizational reality.

All programs, both in the theoretical part and practical part (The Etiquette of Dealing with Persons with Disabilities and Persons with Reduced Mobility), provide training for different types of disabilities according to article 3 of the Law on the Rights of Persons with Disabilities Act - Law No 20 for the Year 2017 physical, sensory, intellectual, mental, psychological and neurological impairment.

### **3. TRAINERS' REQUIREMENTS**

- a) Trainer in charge of training staff in Passengers with Disabilities and Passengers Reduced Mobility and related matters should:
  - Have significant practical experience at a senior level in the assistance of Passengers with Disabilities and Passengers Reduced Mobility in air travel;
  - Have a full understanding of the relevant standards, legislation and recommendations (ICAO and other such as ECAC, EU, US ..etc.) and direct knowledge of reference documentation (ACI, IATA);
  - Have knowledge and experience in instructional techniques;
  - Have qualification to instruct from recognized training entity or international organizations in aviation and/or reference from previous contracts / employment successfully completed in the field of air travel.
- b) Available expertise from Higher Council for the Rights of Persons with Disabilities - HCD should be used in support of the preparation and delivery of the training courses.
- c) Entities may have their own “in house” trainers on job-related Persons with

Disabilities and Persons with Reduced Mobility Assist, these trainers should successfully complete a ‘Train the Trainer’ course. ‘Train the Trainer’ courses should be delivered by a trainer who meets the requirements described in paragraph (a) above.

#### **4. TRAINING OF STAFF IN CONTACT WITH THE PUBLIC TRAVELER – MODULE 1**

Module 1 is addressed to personnel who, in carrying out their work, may encounter passengers with disabilities or reduced mobility, even if they do not directly assist to them. This module is preparatory to Modules 2 and 3.

In defining the degree of detail with which to deal with the topics of the module and their possible integration with practical exercises, the safety aspects of the flight will be taken into account (in the case of flying personnel), as well as specific inspection knowledge and techniques (in the case of security personnel).

It is recommended that the flight crew have adequate training on the regulatory part that allows them to deepen the issue of Persons with Disabilities and Persons with Reduced Mobility Assistance and its management.

The training program includes the following topics:

a) Reference legislation

- UN - “Convention on the Rights of Persons with Disabilities” of December, 13, 2006;
- Law on the Rights of Persons with Disabilities Act - Law No 20 for the Year 2017;
- ICAO Documentation, in particular Annex 9 Facilitation – Chapter 8 – Section H, and ICAO Doc 9984 Manual on Access to Air Transport by Persons with Disabilities;
- JCAR Part 211 Passengers with Disabilities
- IATA Resolution 700.
- Other States’ national legislations (optional and determined by the air carrier’s needs) ;

b) Training areas

- Knowledge of various disabilities,
- Assistance to Persons with Disabilities and Persons with Reduced Mobility,
- Statistics,
- Persons with walking difficulties,
- Persons using wheelchair,
- Persons with visual disabilities,
- Persons with hearing disabilities,
- People with speech impairments,
- People with cognitive disorders,
- People with mental health problems,
- The "invisible" disabilities, and
- Other disabilities according to article 3 of the Law on the Rights of Persons with Disabilities Act - Law No 20 for the Year 2017.

c) Knowledge and skills to be acquired

- Knowledge of the different disabilities, in order to recognize passengers with physical, sensory, "invisible", cognitive or mental health problems with the purpose to adopt an appropriate behaviour,
- Knowledge of the barriers that each disability faces, including attitudinal, environmental/physical and organizational barriers,
- Knowledge of the role, behaviour and needs of assistance dogs,
- Ability to handle unexpected situations (such as long delays, health problems, etc.),
- Relational skills and knowledge of methods for communicating with people who are deaf and blind, with language impairments and with cognitive deficits or mental health problems,
- Adequate use of wheelchairs and other mobility aids in order to avoid damage (for all baggage handling staff),

- Increasing knowledge about disabilities to ensure that the dignity of disabled persons and persons with reduced mobility is preserved, especially during security checks.

## **5. TRAINING OF PERSONNEL WHO PROVIDE ASSISTANCE AT THE AIRPORT - MODULE 2**

The training program envisaged in Module 2 is addressed to airport personnel who provide direct assistance to Persons with Disabilities and Persons with Reduced Mobility and who have already attended Module 1.

The program focuses on the different types of disabilities and the related forms of assistance and necessarily includes practical exercises to integrate the theoretical part.

The training program includes the following topics:

a) A. Training areas:

- Job description and potential risks,
- Statistics, trends and forecasts,
- Lifting mechanics (theory and practice),
- Assistance to persons with walking difficulties,
- Assistance to persons using wheelchairs,
- Assistance to persons with visual disabilities (theory and practice),
- Assistance to persons with hearing disabilities (theory and practice),
- Assistance to people with cognitive impairment and mental health problems (theory);
- Other disabilities according to article 3 of the Law on the Rights of Persons with Disabilities Act - Law No 20 for the Year 2017
- Basic principles on assistance at the airport in its various phases: check-in, customs and security controls, baggage recovery, lost property, etc.);
- First aid techniques (such a course is taught by an organization or a teacher

certified to provide first aid training).

b) Knowledge and skills to be acquired

The staff assisting Persons with Disabilities and Persons with Reduced Mobility at the airport must have the necessary knowledge to distinguish the different types of disabilities (and the corresponding IATA codes), in order to be able to guarantee the most appropriate form of assistance. Therefore, the program provides training on:

- assisting a person using a wheelchair to transfer to another wheelchair,
- assistance to a person traveling with an assistance dog (including the role and the needs of the guide dog),
- techniques for assisting blind and visually impaired persons and for handling and transporting guide dogs and other assistance dogs,
- knowledge and use of the various types of tools and equipment, used by persons both with motor disabilities and with sensory disabilities,
- knowledge of the various embarkation and disembarkation procedures and of the devices used, in order to protect not only the safety but also the dignity of Persons with Disabilities and Persons with reduced mobility,
- awareness of the importance of reliable and professional assistance and of the possible sense of vulnerability that passengers with disabilities may feel during the journey, due to their total dependence on the assistance provided,
- first aid techniques (this course is taught by an organization or other entity certified to provide first aid training).

## **6. STAFF TRAINING WHO PROVIDES ASSISTANCE ON BOARD - MODULE 3**

The training program envisaged by Module 3 is addressed to on-board personnel. Module 1 is preparatory.

The course focuses on the different types of disabilities and related forms of assistance and includes necessarily practical exercises to integrate the theoretical part.

The training program includes the following topics:

a) Training areas:

- Aircraft structure and legislation,
- Lifting mechanics (theory and practice),
- Assistance to persons with walking difficulties,
- Assistance to persons using wheelchairs;
- Assistance to persons with disabilities of the upper limbs (arms and hands),
- Assistance to persons with visual disabilities (theory and practice),
- Assistance to persons with hearing disabilities (theory and practice),
- Assistance to people with cognitive disorders and with mental health problems (theory).
- Other disabilities according to article 3 of the Law on the Rights of Persons with Disabilities Act - Law No 20 for the Year 2017

b) Knowledge and skills to be acquired

The crew on board must possess the necessary knowledge in order to distinguish the different types of disabilities, with the purpose to be able to guarantee the most appropriate form of assistance. Therefore, the program provides training on:

- if requested by the operator, the procedures for lifting a passenger with a physical disability from the seat to the on-board wheelchair (if any) and vice versa,
- how to use the wheelchair on board (if available),
- location on board of seats suitable for Persons with Disabilities and Persons with Reduced Mobility,
- location on board of seats suitable for passengers with assistance dogs and related safety regulations,
- stowage of mobility equipment,
- adequate safety briefing and related information to be provided before the flight,
- emergency procedures such as decompression or evacuation.

**Initial Training Matrix**

Training Module	Target Group	Legislation	Disability awareness	Equipment Awareness	Job Related Items &	Kinetics of Lifting	Test	First Aid
Model 1	Check in /gate agents	*	*	*	*		*	
	Security Checks	*	*	*	*		*	
	Airport Information	*	*	*	*		*	
	Ticket Offices	*	*	*	*		*	
	Lost & Found	*	*	*			*	
	Boarder Police	*	*	*			*	
	Customs/immigration	*	*	*			*	
	Shops	*	*	*			*	
	Parking Agents	*	*	*			*	
	Ramp Agents	*	*	*			*	
	Airport Management	*	*	*			*	
Models 1 +2	Persons with Disabilities and Persons with Reduced Mobility Assist. Provider	*	*	*	*	*	*	*
	Persons with Disabilities and Persons with Reduced Mobility Assist. Manager	*	*	*	*	*	*	*
Models 1 +3	Cabin Crew	*	*	*	*	*	*	

**Refresher Training Matrix**

Training Module	Target Group	Legislation	Disability awareness	Equipment Awareness	Job Related Items &	Kinetics of Lifting	Test	First Aid
Model 1	Check in /gate agents	*	*	*	*		*	
	Security Checks	*	*	*	*		*	
	Airport Information	*	*	*	*		*	
	Ticket Offices	*	*	*	*		*	
	Lost & Found	*	*	*			*	
	Boarder Police	*	*	*			*	
	Customs/immigration	*	*	*			*	
	Shops	*	*	*			*	
	Parking Agents	*	*	*			*	
	Ramp Agents	*	*	*			*	
	Airport Management	*	*	*			*	
Models 1 +2	Persons with Disabilities and Persons with Reduced Mobility Assist. Provider	*	*	*	*	*	*	*
	Persons with Disabilities and Persons with Reduced Mobility Assist. Manager	*	*	*	*	*	*	*
Models 1 +3	Cabin Crew	*	*	*	*	*	*	