

INCLAVI NEWSLETTER – AUGUST 2024

[INCLAVI](#), an EU-funded project (INCLusive AViation), is currently developing an accredited online learning platform, targeting staff in airlines and in the aviation industry in general. It is designed to train them to better serve Persons with Disabilities (PwD) and others with specific accessibility requirements. INCLAVI drives change in air transport accessibility through respect, dignity, and inclusivity.

The INCLAVI Training Curriculum Takes Shape

In line with the INCLAVI Workplan, Haaga-Helia, the project's lead partner, initiated the INCLAVI Curriculum preparation in February 2024, a process in which all the [consortium members](#) are engaged in developing training content.

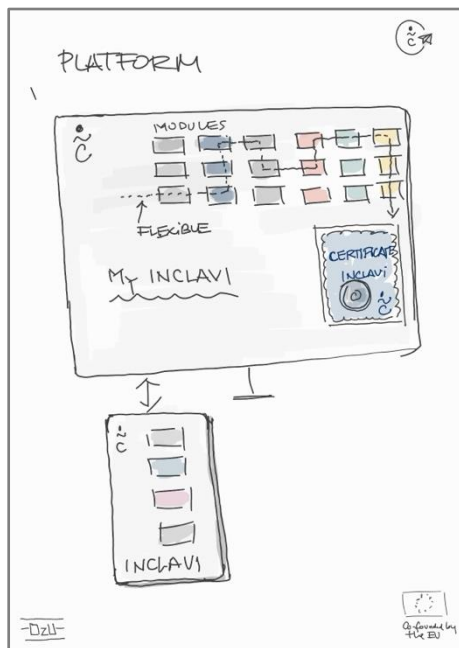


Image: Luis Martin-Domingo

The training curriculum is designed to support the educational and skills development of industry professionals, as well as students in higher education and vocational training. Following the INCLAVI pedagogical pathway, 40 training modules will be offered in a flexible, modular framework covering key aspects of service design for Persons with Disabilities (PwD) in the aviation sector. Modules will be delivered on a Learning Management System (LMS) web platform, and on a mobile app with basic, intermediate, and advanced learning paths for front-line staff, managers, and students. The mobile app will be used as a demo and the LMS will be the main delivery method.

Subjects include legal and regulatory issues, accessibility standards, and universal design principles, with a strong focus on improving the passenger experience at all stages of their journey. Travelers with disabilities have played a major role in identifying gaps and weaknesses in the service delivery for PwDs.

Interviews with aviation sector leaders and accessibility experts have produced a wealth of information that feeds into the INCLAVI modules. Training materials will also include a wide range of “best practices” gathered by project partners from airlines and airports having demonstrated outstanding customer service and innovative solutions at the crucial touchpoints where staff and PwDs interact across the passenger journey. The first “demonstrator” modules of the INCLAVI course are planned for pilot testing with learners in the autumn through a series of carefully managed assessments. Testing will ensure that the course content is accessible via the digital platforms to all learners, regardless of their possible disabilities or impairments. Users will assess the modules in terms of their attractiveness and suitability, while experts will ensure that the highest industry standards and regulatory requirements are upheld.



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Progress towards International Certification of the INCLAVI Online Training Course

At the end of June 2024, under the leadership of ENAT, the INCLAVI team delivered the “**D4.2 Certification agreements, templates, signatures**” report. This document sets out the requirements for achieving a proper recognition of the INCLAVI curriculum via a certification process, ensuring that the course will gain international acknowledgement of the quality of its structure, management, content, assessment methods, and scope of application. The INCLAVI course certification is a key objective which will directly affect its deployment and take-up in Higher Education Institutions (HEIs) and by the aviation sector.

We are very pleased to announce that **Haaga-Helia**, the INCLAVI Coordinator, and [EFMD Global](#), the selected certification body, have signed a “Letter of Intent” to collaborate with the INCLAVI project throughout the remaining 14 months of the implementation period with the intention of achieving full course certification.

EFMD Global manages the EOCCS Online Course Certification System, with 61 courses currently certified in 19 institutions across 11 countries. It is seen as a “benchmark” for quality of online learning worldwide. EFMD has over 30 years of experience in coordinating and participating in international projects with over 400 partner institutions around the globe. Its expertise ranges from internationalizing higher education and strengthening quality assurance, to topics such as open innovation and design thinking. It places a key focus on supporting and promoting entrepreneurship in Higher Education Institutions (HEIs) by creating and testing new curricula and courses.

In the coming weeks and months, INCLAVI partners and EFMD Global will work together on a series of actions to align the INCLAVI training course with the requirements of independent certification. The outcome of the certification process will ensure that airport personnel and students are equipped with the necessary knowledge and skills to handle a wide range of situations, providing quality customer service to Persons with Disabilities.

INCLAVI Interim Meeting

The INCLAVI interim meeting took place in Madrid this April, hosted at the IATA Madrid Office. This significant gathering saw the participation of all consortium members, underlining the importance and collaborative nature of the project. The meeting served as a platform to discuss the interim report, providing a comprehensive overview of the project's progress to date.



Image: Consortium Members during the Interim Meeting that took place in Madrid.

One of the pivotal topics on the agenda was Work Package 3 (WP3), which focuses on curriculum development. The partners discussed the development of five initial modules and how to move forward. They explored the methods for developing and delivering these modules, which will be hosted on an LMS. Yasar University will play an important role in helping deliver the final curriculum.

Another critical topic was the certification body for the curriculum. This decision is crucial in ensuring the curriculum meets the necessary standards and provides value to its intended audience. The selection of a certification body is not just a procedural step; it is fundamental in lending credibility and legitimacy to the curriculum. The consortium partners engaged in detailed discussions to weigh various options and consider the implications of each, aiming to make a well-informed decision that would benefit the project in the long term.

In addition to module development, the partners focused on the deliverable related to best practices. This deliverable is intended to encapsulate the most effective strategies and methodologies that can be employed in the curriculum. By integrating best practices, the curriculum aims to provide learners with high-quality, relevant, and impactful educational experiences.

Overall, the interim meeting in Madrid was a crucial milestone for the INCLAVI project. It not only facilitated important discussions and decisions, but also fostered a sense of unity and shared purpose among the consortium partners. As the project progresses, the collaborative efforts and strategic decisions made during this meeting are expected to play a significant role in shaping the final outcomes. The focus on rigorous certification, module development, and incorporation of best practices underscores the consortium's dedication to creating a curriculum that is both innovative and effective, ultimately contributing to the broader goals of the INCLAVI project.



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INCLAVI Partnership: The Inclusive Aviation project (INCLAVI) is managed by a [consortium](#) comprising eight members: [Haaga-Helia UAS](#), [Stichting Breda UAS](#), [Ozyegin Universitesi](#), [Careeria Oy](#), [IATA España SL](#), [European Network for Accessible Tourism ASBL](#), [Iga Istanbul Grand Airport](#), and [Yasar Universitesi](#).

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