

BEST PRACTICES DATABASE



INCLAVI (INCLUSIVE AVIATION)



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Prepared by IATA ES.



BEST PRACTICES DATABASE

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Executive Summary

This document contains a compilation of current best practices, including facilities, services, and types of assistance offered to persons with disabilities (PWDs) across the global air travel industry. It is intended for public use and the benefit of the wider aviation community, as part of the public deliverables of the “Inclusive Aviation” project (INCLAVI), an initiative co-funded by the European Union to create an accessibility-focused training curriculum for aviation professionals. Each example included in this document is carefully tagged to the relevant learning domains and modules under which the content of INCLAVI’s curriculum is being developed. These tags align with the various aspects and phases of a passenger’s air travel journey - from booking a flight to exiting the destination airport - as well as the specific needs of different disabilities and impairments. The document also identifies relevant occupational groups and job titles, as listed under the European Skills, Competences, Qualifications, and Occupations (ESCO) classification, ensuring that the curriculum is comprehensive and effective for all personnel involved in the passenger journey.

Keywords

Inclusive aviation, air travel accessibility, training curriculum, best practices, persons with disabilities (PWDs).

Executive Summary – ES

El presente documento contiene una recopilación de las mejores prácticas actuales, incluidas las instalaciones, los servicios y los tipos de asistencia ofrecidos a las personas con discapacidad (PWD) en la industria del transporte aéreo a nivel mundial. Está destinado al uso público y al beneficio de la comunidad aeronáutica en general, como parte de los resultados públicos del proyecto «Aviación Inclusiva» (INCLAVI), una iniciativa cofinanciada por la Unión Europea para crear un plan de estudios centrado en la accesibilidad para profesionales de la aviación. Cada ejemplo incluido en este documento está cuidadosamente etiquetado con los dominios y módulos de aprendizaje pertinentes bajo los que se está desarrollando el contenido del plan de estudios de INCLAVI. Estas etiquetas se ajustan a los distintos aspectos y fases del viaje aéreo de un pasajero - desde la reserva del vuelo hasta la salida del aeropuerto de destino -, así como a las necesidades específicas de las distintas discapacidades y deficiencias. En el documento también se identifican los grupos profesionales y los títulos de los puestos de trabajo pertinentes, tal como figuran en la European Skills, Competences, Qualifications, and Occupations (ESCO) classification, lo que garantiza que el plan de estudios sea completo y eficaz para todo el personal que está involucrado y forma parte de cualquier fase del viaje de los pasajeros.

Palabras clave

Aviación inclusiva, accesibilidad del transporte aéreo, plan de estudios, buenas prácticas, personas con discapacidad (PWDs).



Executive Summary – NL

Dit document bevat een verzameling van de huidige best practices, inclusief faciliteiten, diensten en soorten ondersteuning die worden aangeboden aan personen met een beperking (PWD's) in de wereldwijde luchtvaartindustrie. Het is bedoeld voor openbaar gebruik en ten behoeve van de bredere luchtvaartgemeenschap, als onderdeel van de openbare deliverables van het "Inclusive Aviation" project (INCLAVI), een initiatief dat mede wordt gefinancierd door de Europese Unie om een opleidingscurriculum te ontwikkelen dat zich richt op toegankelijkheid voor luchtvaartprofessionals. Elk voorbeeld in dit document is zorgvuldig gelabeld naar de relevante leergebieden en modules van de inhoud van het INCLAVI-curriculum. Deze labels komen overeen met de verschillende aspecten en fasen van de reis van een passagier per vliegtuig - van het boeken van een vlucht tot het verlaten van de luchthaven van bestemming - evenals de specifieke behoeften van verschillende beperkingen. Het document identificeert ook de relevante beroepsgroepen en functietitels, zoals vermeld onder de classificatie van Europese Skills, Competences, Qualifications, and Occupations (ESCO), om ervoor te zorgen dat het curriculum uitgebreid en effectief is voor al het personeel dat betrokken is bij de passagiersreis.

Trefwoorden

Inclusieve luchtvaart, toegankelijkheid in luchtvervoer, opleidingscurriculum, best practices, personen met een beperking (PWDs).



Executive Summary – TR

Bu belge, dünya genelinde havacılık sektöründe engelli bireylere (PWDs) sunulan hizmetler, olanaklar ve destek türleri gibi güncel en iyi uygulamaların bir derlemesini içermektedir. Belge, Avrupa Birliği tarafından ortak olarak finanse edilen ve havacılık profesyonellerine erişilebilirlik-odaklı eğitim müfredatı oluşturmanın hedeflendiği INCLAVI (INCLusive AViation – Kapsayıcı Havacılık) projesinin kamuya açık çıktılarından biri olarak, kamuya açık kullanım ve daha geniş havacılık topluluğuna fayda sağlamak amacıyla hazırlanmıştır. Belgede yer alan her bir örnek INCLAVI müfredatında ilişkili olduğu öğrenme modülünde etiketlenmiştir. Bu etiketler, özel gereksinimleri olan bir yolcunun hava yolculuğundaki temas noktalarını -uçak bileti rezervasyonundan başlayıp, hedef havalimanından çıkış noktasına kadar- ve farklı engel türlerindeki yolcuların özel gereksinimlerine karşılık gelecek şekilde düzenlenmiştir. Belge ayrıca, Avrupa Yeterlilikler, Beceriler, Yetkinlikler ve Meslekler (ESCO) sınıflandırmasında lisetelenen ilgili meslek gruplarını ve iş unvanlarını tanımlayarak müfredatın yolcu yolculuğuna katılan tüm personel için kapsamlı ve etkili olmasını sağlamaktadır.

Anahtar Kelimeler

Kapsayıcı havacılık, hava yolculuğu erişilebilirlik, eğitim müfredatı, iyi uygulamalar, engelli bireyler (PWDs).



Executive Summary – FI

Tässä dokumentissa on koottu ajantasaisia parhaita käytäntöjä, jotka kattavat palvelut, tilat ja erilaiset avun tyypit, joita tarjotaan vammaisille henkilöille (PWD) maailmanlaajuisessa lentomatrustusteollisuudessa. Dokumentti on tarkoitettu julkiseen käyttöön ja hyödyksi laajemmalle ilmailuyhteisölle osana Euroopan unionin osittain rahoittamaa "Inclusive Aviation" -hankkeen (INCLAVI) julkisia tuotoksia, joiden tavoitteena on luoda esteettömyyteen ja saavutettavuuteen keskittyvä koulutusohjelma ilmailualan ammattilaisille. Jokainen dokumentissa oleva esimerkki on huolellisesti merkitty asianmukaisiin oppimisalueisiin ja -moduuleihin, joihin INCLAVI opetussuunnitelman sisältöä kehitetään. Nämä tunnisteet vastaavat matkustajan lentomatkan eri vaiheita - lentolipun varaamisesta lähtökentältä poistumiseen - sekä erilaisten vammojen ja matkustajien erityistarpeita. Dokumentissa tunnistetaan myös asiaankuuluvat ammattiryhmät ja ammattinimikkeet, kuten ne on lueteltu eurooppalaisessa taito-, osaamis-, tutkinto- ja ammattiluokituksessa (ESCO) ja varmistetaan, että opetussuunnitelma on kattava ja tehokas koko matkustajamatkaan osallistuvalla henkilöstöllä.

Avainsanat

Inklusiivinen ilmailu, lentomatrustamisen esteettömyys, koulutusohjelma, parhaat käytännöt, henkilöt, joilla on vamma (PWDs).

Table of Contents

Executive Summary	3
Executive Summary – ES.....	4
Executive Summary – NL.....	5
Executive Summary – TR.....	6
Executive Summary – FI.....	7
Introduction	19
List of INCLAVI training modules.....	20
Abbreviations.....	22
1.Learning Domain: Airline Experience - Pre-Journey.....	23
ID# 001 Best practice title: ‘One-Click-Away’ Project	23
Relevant Modules (Area of learning).....	23
Learner profiles - ESCO Occupational group(s)	23
Job title(s).....	23
Reporter: IATA	23
Best practice description	23
Keywords.....	23
References.....	23
1.Learning Domain: Airline Experience - Pre-Journey.....	24
ID# 002 Best practice title: ‘ITA Airways cares about autism’ Initiative	24
Relevant Modules (Area of learning).....	24
Learner profiles - ESCO Occupational group(s)	24
Job title(s).....	24
Reporter: IATA	24
Best practice description	24
Keywords.....	24
References.....	24
1.Learning Domain: Airline Experience – Pre-Journey.....	25
ID# 003 Best practice title: Air Dolomiti online assistance request.....	25
Relevant Modules (Area of learning).....	25
Learner profiles - ESCO Occupational group(s)	25
Job title(s).....	25
Reporter: IATA	25
Best practice description	25
Keywords.....	25

BEST PRACTICES DATABASE

References	25
2. Learning Domain: Airline Experience	26
ID# 004 Best practice title: United Airlines Wheelchair Handling	26
Relevant Modules (Area of learning)	26
Learner profiles - ESCO Occupational group(s)	26
Job title(s).....	26
Reporter: IATA	26
Best practice description	26
Keywords.....	26
References	26
2. Learning Domain: Airline Experience	28
ID# 005 Best practice title: American Airlines Wheelchair Handling - Automated Tag....	28
Relevant Modules (Area of learning)	28
Learner profiles - ESCO Occupational group(s)	28
Job title(s).....	28
Reporter: IATA	28
Best practice description	28
Keywords.....	28
References	28
2. Learning Domain: Airline Experience	29
ID# 006 Best practice title: Braille Boarding Pass - Turkish Airlines.....	29
Relevant Modules (Area of learning)	29
Learner profiles - ESCO Occupational group(s)	29
Job title(s).....	29
Reporter: İGA	29
Best practice description	29
Keywords.....	29
References	29
2. Learning Domain: Airline Experience	30
ID# 007 Best practice title: Priority Boarding for PWDs.....	30
Relevant Modules (Area of learning)	30
Learner profiles - ESCO Occupational group(s)	30
Job title(s).....	30
Reporter: IATA	30
Best practice description	30
Keywords.....	30
References	30
2. Learning Domain: Airline Experience	31

BEST PRACTICES DATABASE

ID# 008 Best practice title: Ambulift Boarding for PWDs.....	31
Relevant Modules (Area of learning).....	31
Learner profiles - ESCO Occupational group(s)	31
Job title(s).....	31
Reporter: IATA	31
Best practice description	31
Keywords.....	31
References.....	31
3. Learning Domain: Airline Experience - In-Flight.....	32
ID# 009 Best practice title: Accessible In-Flight Entertainment (IFE) - Air New Zealand and Virgin Atlantic in partnership with Safran Passenger Innovations (SPI)	32
Relevant Modules (Area of learning).....	32
Learner profiles - ESCO Occupational group(s)	32
Job title(s).....	32
Reporter: ENAT/IATA	32
Best practice description	32
Keywords.....	32
References.....	32
3. Learning Domain: Airline Experience - In-Flight.....	33
ID# 010 Best practice title: Accessible In-Flight Entertainment (IFE) - Air Transat's Personal Electronic Devices (PEDs) for onboard use	33
Relevant Modules (Area of learning).....	33
Learner profiles - ESCO Occupational group(s)	33
Job title(s).....	33
Reporter: IATA	33
Best practice description	33
Keywords.....	33
References.....	33
3. Learning Domain: Airline Experience - In-Flight.....	34
ID# 011 Best practice title: Onboard Braille Signage – United Airlines, Avianca, and S7 Airlines	34
Relevant Modules (Area of learning).....	34
Learner profiles - ESCO Occupational group(s)	34
Job title(s).....	34
Reporter: ENAT	34
Best practice description	34
Keywords.....	34
References.....	34
3. Learning Domain: Airline Experience - In-Flight.....	35

BEST PRACTICES DATABASE

ID# 012 Best practice title: Onboard Braille Safety Cards	35
Relevant Modules (Area of learning).....	35
Learner profiles - ESCO Occupational group(s)	35
Job title(s).....	35
Reporter: IATA	35
Best practice description	35
Keywords.....	35
References	35
3. Learning Domain: Airline Experience - In-Flight	36
ID# 013 Best practice title: Individual Safety Briefing for PWDs	36
Relevant Modules (Area of learning).....	36
Learner profiles - ESCO Occupational group(s)	36
Job title(s).....	36
Reporter: IATA	36
Best practice description	36
Keywords.....	36
References	36
Learning Domain: Airport Experience – Pre-Journey	38
ID# 014 Best practice title: "I Can Fly" program for individuals & families living with autism	38
Relevant Modules (Area of learning).....	38
Learner profiles - ESCO Occupational group(s)	38
Job title(s).....	38
Reporter: ENAT	38
Best practice description	38
Keywords.....	38
References	38
4. Learning Domain: Airport Experience – Pre-Journey.....	40
ID# 015 Best practice title: Airport Website Accessibility – “Recite Me” accessibility toolbar, Brisbane Airport, Australia Website	40
Relevant Modules (Area of learning).....	40
Learner profiles - ESCO Occupational group(s)	40
Job title(s).....	40
Reporter: ENAT	40
Best practice description	40
Keywords.....	40
References	40
4. Learning Domain: Airport Experience – Pre-Journey.....	41

BEST PRACTICES DATABASE

ID# 016 Best practice title: ‘Care to Fly’ transfer service, ADR (Rome Airports)	41
Relevant Modules (Area of learning).....	41
Learner profiles - ESCO Occupational group(s)	41
Job title(s).....	41
Reporter: ENAT	41
Best practice description	41
Keywords.....	41
References	41
5. Learning Domain: Airport Experience.....	42
ID# 017 Best practice title: ‘Changing Places’ facility at Larnaka Airport.....	42
Relevant Modules (Area of learning).....	42
Learner profiles - ESCO Occupational group(s)	42
Job title(s).....	42
Reporter: ENAT	42
Best practice description	42
Keywords.....	42
References	42
5. Learning Domain: Airport Experience.....	44
ID# 018 Best practice title: Airport Support to Neurodiverse Passengers – Dog Therapy Project.....	44
Relevant Modules (Area of learning).....	44
Learner profiles - ESCO Occupational group(s)	44
Job title(s).....	44
Reporter: ENAT	44
Best practice description	44
Keywords.....	44
References	44
5. Learning Domain: Airport Experience.....	45
ID# 019 Best practice title: Accessible Website Contents in iGA Istanbul Airport	45
Relevant Modules (Area of learning).....	45
Learner profiles - ESCO Occupational group(s)	45
Job title(s).....	45
Reporter: iGA.....	45
Best practice description	45
Keywords.....	45
References	45
5. Learning Domain: Airport Experience.....	46

BEST PRACTICES DATABASE

ID# 020 Best practice title: Video Call Center and ‘Ask Me’ Digital Information Kiosk in iGA Istanbul Airport	46
Relevant Modules (Area of learning)	46
Learner profiles - ESCO Occupational group(s)	46
Job title(s).....	46
Reporter: iGA.....	46
Best practice description	46
Keywords.....	46
References	46
<i>5. Learning Domain: Airport Experience.....</i>	<i>47</i>
ID# 021 Best practice title: Accessible Drop-off and Pick-up Points at iGA Istanbul Airport	47
Relevant Modules (Area of learning)	47
Learner profiles - ESCO Occupational group(s)	47
Job title(s).....	47
Reporter: iGA.....	47
Best practice description	47
Keywords.....	47
References	47
<i>5. Learning Domain: Airport Experience.....</i>	<i>48</i>
ID# 022 Best practice title: Accessible Public Transportation Options at iGA Istanbul Airport.....	48
Relevant Modules (Area of learning)	48
Learner profiles - ESCO Occupational group(s)	48
Job title(s).....	48
Reporter: iGA.....	48
Best practice description	48
Keywords.....	48
References	48
<i>5. Learning Domain: Airport Experience.....</i>	<i>49</i>
ID# 023 Best practice title: Dedicated Parking Spaces for PWDs – iGA Istanbul Airport, Haneda Airport, Heathrow Airport	49
Relevant Modules (Area of learning)	49
Learner profiles - ESCO Occupational group(s)	49
Job title(s).....	49
Reporter: iGA/IATA	49
Best practice description	49
Keywords.....	49
References	49

5. Learning Domain: Airport Experience.....	51
ID# 024 Best practice title: Accessible Information Desks in iGA Istanbul Airport	51
Relevant Modules (Area of learning).....	51
Learner profiles - ESCO Occupational group(s)	51
Job title(s).....	51
Reporter: iGA.....	51
Best practice description	51
Keywords.....	51
References	51
5. Learning Domain: Airport Experience.....	52
ID# 025 Best practice title: Assistant Call Point in Amsterdam Schiphol Airport.....	52
Relevant Modules (Area of learning).....	52
Learner profiles - ESCO Occupational group(s)	52
Job title(s).....	52
Reporter: iGA.....	52
Best practice description	52
Keywords.....	52
References	52
5. Learning Domain: Airport Experience.....	53
ID# 026 Best practice title: Priority Entrance at Security & Passport Control at iGA Istanbul Airport.....	53
Relevant Modules (Area of learning).....	53
Learner profiles - ESCO Occupational group(s)	53
Job title(s).....	53
Reporter: iGA.....	53
Best practice description	53
Keywords.....	53
References	53
5. Learning Domain: Airport Experience.....	54
ID# 027 Best practice title: TSA (Transportation Security Administration) Passenger Support Specialists (PSS) at Security Control at U.S. Airports.....	54
Relevant Modules (Area of learning).....	54
Learner profiles - ESCO Occupational group(s)	54
Job title(s).....	54
Reporter: IATA	54
Best practice description	54
Keywords.....	54
References	54

5. Learning Domain: Airport Experience.....	55
ID# 028 Best practice title: Visual Cues for People with Parkinson’s Disease at iGA	
Istanbul Airport.....	55
Relevant Modules (Area of learning).....	55
Learner profiles - ESCO Occupational group(s)	55
Job title(s).....	55
Reporter: iGA.....	55
Best practice description	55
Keywords.....	55
References	55
5. Learning Domain: Airport Experience.....	56
ID# 029 Best practice title: WHILL Inc. Driverless Electric Wheelchair	56
Relevant Modules (Area of learning).....	56
Learner profiles - ESCO Occupational group(s)	56
Job title(s).....	56
Reporter: iGA/IATA	56
Best practice description	56
Keywords.....	56
References	56
5. Learning Domain: Airport Experience.....	57
ID# 030 Best practice title: 'My Route' feature on iGA Istanbul Airport’s mobile app	57
Relevant Modules (Area of learning).....	57
Learner profiles - ESCO Occupational group(s)	57
Job title(s).....	57
Reporter: iGA.....	57
Best practice description	57
Keywords.....	57
References	57
5. Learning Domain: Airport Experience.....	58
ID# 031 Best practice title: Tactile Paving at Visakhapatnam Airport.....	58
Relevant Modules (Area of learning).....	58
Learner profiles - ESCO Occupational group(s)	58
Job title(s).....	58
Reporter: IATA	58
Best practice description	58
Keywords.....	58
References	58
5. Learning Domain: Airport Experience.....	59

BEST PRACTICES DATABASE

ID# 032 Best practice title: Indoor Guidance Project in Malaga-Costa del Sol Airport	59
Relevant Modules (Area of learning).....	59
Learner profiles - ESCO Occupational group(s)	59
Job title(s).....	59
Reporter: iGA.....	59
Best practice description	59
Keywords.....	59
References	59
5. Learning Domain: Airport Experience.....	60
ID# 033 Best practice title: The Sunflower Lanyard	60
Relevant Modules (Area of learning).....	60
Learner profiles - ESCO Occupational group(s)	60
Job title(s).....	60
Reporter: iGA/IATA	60
Best practice description	60
Keywords.....	60
References	60
5. Learning Domain: Airport Experience.....	61
ID# 034 Best practice title: Aira and the ‘Envision Glasses’ smart glasses at selected U.S. Airports	61
Relevant Modules (Area of learning).....	61
Learner profiles - ESCO Occupational group(s)	61
Job title(s).....	61
Reporter: iGA/IATA	61
Best practice description	61
Keywords.....	61
References	61
5. Learning Domain: Airport Experience.....	63
ID# 035 Best practice title: ‘Wheelshare’ rental wheelchairs at iGA Istanbul Airport	63
Relevant Modules (Area of learning).....	63
Learner profiles - ESCO Occupational group(s)	63
Job title(s).....	63
Reporter: iGA/IATA	63
Best practice description	63
Keywords.....	63
References	63
5. Learning Domain: Airport Experience.....	64

BEST PRACTICES DATABASE

ID# 036 Best practice title: Accessible Toilets and Stoma Friendly Lavatories at selected AENA Airports in Spain	64
Relevant Modules (Area of learning).....	64
Learner profiles - ESCO Occupational group(s)	64
Job title(s).....	64
Reporter: IATA	64
Best practice description	64
Keywords	64
References	64
5. Learning Domain: Airport Experience	65
ID# 037 Best practice title: Special Passenger Service Point in iGA Istanbul Airport	65
Relevant Modules (Area of learning).....	65
Learner profiles - ESCO Occupational group(s)	65
Job title(s).....	65
Reporter: iGA.....	65
Best practice description	65
Keywords	65
References	65
5. Learning Domain: Airport Experience	66
ID# 038 Best practice title: Sensory Rooms for passengers with sensory processing disorder (SPD)	66
Relevant Modules (Area of learning).....	66
Learner profiles - ESCO Occupational group(s)	66
Job title(s).....	66
Reporter: iGA/IATA	66
Best practice description	66
Keywords	66
References	66
5. Learning Domain: Airport Experience	68
ID# 039 Best practice title: Café Yanımda: Accessible Café at iGA Istanbul Airport	68
Relevant Modules (Area of learning).....	68
Learner profiles - ESCO Occupational group(s)	68
Job title(s).....	68
Reporter: iGA.....	68
Best practice description	68
Keywords	68
References	68
5. Learning Domain: Airport Experience	69

BEST PRACTICES DATABASE

ID# 040 Best practice title: Accessible food concessionaires at O’Hare International

Airport	69
Relevant Modules (Area of learning).....	69
Learner profiles - ESCO Occupational group(s)	69
Job title(s).....	69
Reporter: iGA.....	69

Best practice description	69
--	-----------

Keywords	69
-----------------------	-----------

References	69
-------------------------	-----------

5. Learning Domain: Airport Experience..... 70

ID# 041 Best practice title: Baggage Waiting Area in iGA Istanbul Airport 70

Relevant Modules (Area of learning).....	70
Learner profiles - ESCO Occupational group(s)	70
Job title(s).....	70
Reporter: iGA.....	70

Best practice description	70
--	-----------

Keywords	70
-----------------------	-----------

References	70
-------------------------	-----------



Introduction

The "Inclusive Aviation" project, also known as INCLAVI, is an initiative co-funded by the European Union's Erasmus+ programme. Launched in September 2022 and set to run until 2025, the project aims to enhance accessibility within the aviation sector for persons with disabilities (PWDs). This effort is in line with the European Commission's Strategy for the Rights of Persons with Disabilities (2021-2030). Coordinated by Haaga-Helia University of Applied Sciences in Finland, INCLAVI represents a collaborative initiative involving a multinational consortium of universities, vocational institutions, industry representatives, and non-governmental organisations.

The primary goal of INCLAVI is to develop a comprehensive training curriculum designed to equip aviation staff with the necessary skills and awareness to ensure a dignified, individualised, and accessible travel experience for all passengers, particularly those with disabilities. This curriculum is intended for a wide range of aviation professionals, including those working in travel agencies, airports, and airlines. It aims to address and bridge existing skills gaps in effectively meeting the needs of PWDs, which is essential for fostering inclusivity in the air travel industry.

The curriculum is structured into 40 learning modules, each focusing on different aspects of accessibility in aviation. These modules cover a variety of critical topics, including existing legal frameworks, specific requirements for different types of disabilities, infrastructural design, and dedicated facilities. They also address the various types of assistance and additional services provided to passengers, ensuring that every phase of the air travel journey is considered.

BEST PRACTICES DATABASE

List of INCLAVI training modules

1	Designing the Air Travel Experience of Persons with Disabilities
2	Legal Frameworks and Ethics (Part 1)
3	Legal Framework and Ethics (Part 2)
4	Air Transport Accessibility Today
5	Accessibility Terminology (including definitions of PWDs of PRMs)
6	People with Visual Impairments - general requirements related to air travel
7	People with Hearing Impairments - general requirements related to air travel
8	People with Physical Impairments - general requirements related to air travel
9	People with Cognitive Impairments - general requirements related to air travel
10	People with Other Specific Access Requirements related to air travel
11	General Passenger Service Requirements
12	Assistance/Service Dogs
13	Accessibility and Universal Design
14	Attitudinal Barriers and Effective Communication Interaction
15	Accessible Digital Information and Communication
16	Professional Roles in the Accessibility Service Chain
17	Personal Safety, Health and Security
18	Physical and Digital Communication Tools
19	Planning and Booking, Pre-flight Information
20	Local Transportation to/from the Airport
21	Orientation and Wayfinding in the Airport



BEST PRACTICES DATABASE

22	PRM Assistant Service and Escorting Techniques
23	Accessible Toilets and "Changing Places" Toilet (sanitary facilities)
24	Security Check
25	Passport Control, E-passport
26	Desk Services
27	Airport Commercial Facilities
28	Airport Specific-use Facilities
29	Airport Emergency Evacuation
30	Boarding Procedures at the Gate
31	Handling and Care of Disability Equipment
32	Boarding the Plane
33	Onboard Procedures for PRMs
34	Onboard Safety-Briefings, Emergency Evacuation
35	In-flight Entertainment, Digital Devices, Call Buttons
36	Disembarkation, PRM Assistance, Mobility Devices
37	Baggage Collection, Lost Luggage
38	Exiting the Airport, Onward Transport
39	Passenger Complaints Resolution
40	Passenger Feedback



Abbreviations

ENAT	European Network for Accessible Tourism
EC	European Commission
ECAC	European Civil Aviation Conference
ESCO	European Skills, Competences, Qualifications and Occupations
EU	European Union
HEI	Higher Education Institution
IATA	International Air Transport Association
INCLAVI	Inclusive Aviation
NGO	Non-Governmental Organisation
PRM(s)	Passengers with Reduced Mobility
PWD(s)	Persons with Disabilities
TVET	Technical Vocational Education and Training

1. Learning Domain: Airline Experience- Pre-Journey

ID# 001 Best practice title: 'One-Click-Away' Project

Relevant Modules (Area of learning)

Accessible Digital Information and Communication, Planning and Booking, Pre-flight Information, Accessibility and Universal Design.

Learner profiles - ESCO Occupational group(s)

2166.15 Web designer, 2513.5 Web developer.

Job title(s)

Airline website designer.

Reporter: IATA

Best practice description

Clear and accessible information is crucial for anyone who wishes to travel. This is particularly important for persons with disabilities (PWDs) who require assistance and must carefully plan their travel arrangements. In today's world, accessing information is frequently done through digital channels. While airlines' website guidance is extensive, it can sometimes become complex when passengers seek specific information, making browsing a potentially stressful experience.

The 'One Click Away' pilot project is a collaborative initiative involving both regulators and airlines, including the Italian Civil Aviation Authority (ENAC) and Italian air carriers such as ITA Airways, Neos, and Air Dolomiti. Under the coordination of the International Air Transport Association (IATA), dedicated accessibility webpages have been reviewed to improve the quality and consistency of information, ensuring easy access for passengers booking assistance services online.

This collaborative effort aims to provide travellers with disabilities with easy access to necessary information, just one click away from an airline's homepage, on an equal basis with all passengers, rather than developing parallel websites. This 'click' includes a mouse rollover, which prompts the user to select the 'Special Assistance' link from a menu or list of other links.

Keywords

One-click-away, accessibility, website, special assistance.

References

Air Dolomiti. *Assistance*. <https://www.airdolomiti.eu/assistance>

International Air Transport Association (IATA). *One click away: Best practices*. <https://www.iata.org/contentassets/7b3762815ac44a10b83ccf5560c1b308/one-click-away-best-practices.pdf>

1. Learning Domain: Airline Experience- Pre-Journey

ID# 002 Best practice title: 'ITA Airways cares about autism' Initiative

Relevant Modules (Area of learning)

People with Cognitive Impairments - general requirements related to air travel, Accessible Digital Information and Communication, People with Cognitive Impairments - general requirements related to air travel.

Learner profiles - ESCO Occupational group(s)

5111.2.1 Flight attendant, 2320.1.8 Cabin crew instructor, 4221.1 Ground steward/ground stewardess, 3343.1.5 Procurement support officer.

Job title(s)

Cabin crew, cabin crew instructor, ground agent, PRM assistance staff, procurement support officer.

Reporter: IATA

Best practice description

'Ita Airways Cares About Autism' is a dedicated initiative by Ita Airways in collaboration with the local NGO 'ANGSA Lazio' designed to provide a supportive travel experience for passengers with autism. Understanding the unique challenges faced by individuals on the autism spectrum, this project aims to create an inclusive environment through specialised services and staff training.

The programme includes special assistance at the airport, dedicated quiet rooms 'Amica Lounge' (at participating airports), a dedicated escort (at participating airports), priority boarding, check-in and baggage, and sensory kits to help manage sensory issues during their journey.

Moreover, passengers with autism are offered the opportunity to prepare for the flight with a detailed guide and visual aids to understand the airport and flying processes and to book a flight simulation at ITA Airways Training Center in Rome Fiumicino to realistically experience the feeling of flying.

Keywords

Autism, aviation, flight familiarisation, simulation, accessibility.

References

- ITA Airways. *Autism program.* https://www.ita-airways.com/en_it/support/assistance/autism-program.html
- ITA Airways. *Autism program brochure.* https://www.ita-airways.com/content/dam/ita/files/EN/fly/organize-your-trip/Pieghevole_Autismo_Digitale_ENG.pdf



1. Learning Domain: Airline Experience – Pre-Journey

ID# 003 Best practice title: Air Dolomiti online assistance request

Relevant Modules (Area of learning)

Planning and Booking, Pre-flight Information, Accessible Digital Information and Communication.

Learner profiles - ESCO Occupational group(s)

2166.15 Web Designer, 4221.1 Ground steward/ground stewardess.

Job title(s)

Airline web designer, ground agent, PRM assistant.

Reporter: IATA

Best practice description

PWDs or reduced mobility passengers can request assistance when booking their flight or at a later stage by calling the Sales Center or emailing a dedicated email address no later than 48 hours before the flight's departure. Alternatively, passengers can fill out the form on the website, providing their details and specifying their request.

The airline's website provides a wide range of easily accessible information on the airline's various services, from required documentation to the carriage of oxygen and accompanying persons.

Keywords

Request for assistance, pre-notification, airport, aviation, accessibility.

References

Air Dolomiti. *Assistance*. <https://www.airdolomiti.eu/assistance>

2. Learning Domain: Airline Experience

ID# 004 Best practice title: United Airlines Wheelchair Handling

Relevant Modules (Area of learning)

PRM Assistant Service and Escorting Techniques, Handling and Care of Disability Equipment.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 4323.1 Aircraft cargo operations coordinator, 9333.1 Airport baggage handler, 2166.15 Web Designer.

Job title(s)

Aircraft cargo loader, ramp agent, ground agent, PRM assistant, airline website designer.

Reporter: IATA

Best practice description

United Airlines has introduced several measures to enhance the travel experience for passengers with mobility equipment, ensuring proper care and handling.

As part of their assistance request process, passengers are required to provide details about their wheelchair, including dimensions, weight, and battery type. They are also encouraged to print out a form to attach to the wheelchair, detailing information about the equipment's components, any tools required to fold or dismantle it, removable parts, and any special instructions or precautions for handling.

Additionally, in 2024 United Airlines has launched a beta version of their booking app, allowing passengers traveling with a wheelchair to verify which aircraft types can accommodate their equipment by indicating the specific dimensions.

By offering these comprehensive services, United Airlines aims to provide a seamless and respectful experience for passengers who rely on wheelchairs, ensuring their mobility equipment is handled with the utmost care and attention.

Keywords

Mobility aids, wheelchair handling, wheelchair information form, aviation, accessibility.

References

PR Newswire. (2023, August 22). *United makes it easier for customers who use wheelchairs to book flights that can accommodate their personal device.* <https://www.prnewswire.com/news-releases/united-makes-it-easier-for-customers-who-use-wheelchairs-to-book-flights-that-can-accommodate-their-personal-device-302101564.html>



BEST PRACTICES DATABASE

United Airlines. *Wheelchair assistance and mobility services.*
<https://www.united.com/en/us/fly/travel/accessibility-and-assistance/wheelchair-assistance.html#bringingwheelchair>

United Airlines. *Wheelchair digital form.*
<https://www.united.com/ual/en/us/fly/travel/accessibility-and-assistance/wheelchair-form.html>

2. Learning Domain: Airline Experience

ID# 005 Best practice title: American Airlines Wheelchair Handling - Automated Tag

Relevant Modules (Area of learning)

PRM Assistant Service and Escorting Techniques, Handling and Care of Disability Equipment.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 4323.1 Aircraft cargo operations coordinator, 9333.1 Airport baggage handler, 3343.1.5 Procurement support officer, 2514.2.2 Mobile application developer.

Job title(s)

Aircraft cargo loader, baggage handler, ramp agent, ground agent, PRM assistant, airline procurement officer, mobile application developer.

Reporter: IATA

Best practice description

The new automated tag for wheelchairs launched by American Airlines in 2024 utilises RFID technology to enable real-time tracking and improve the handling of wheelchairs during travel. As this system provides real-time updates and notifications, passengers and staff can monitor the wheelchair's location via a mobile application or online portal, reducing the risk of loss or misplacement.

At check-in, the automated tag records essential details, which are integrated into a centralised tracking system. The automated tag system, replacing the previous manual tags, streamlines handling by providing staff with detailed instructions (such as itineraries, delivery points, device weight, battery type and the number of items removed and taken on board) on the mobile application ensuring staff can access the right information at the right time and mobility devices are loaded with proper care.

Keywords

Mobility aids, wheelchair handling, automated tag, RFID technology, aviation, accessibility.

References

American Airlines. (2024, July 23). *American Airlines becomes first US airline to launch automated tag for mobility devices*. <https://news.aa.com/news/news-details/2024/American-Airlines-becomes-first-US-airline-to-launch-automated-tag-for-mobility-devices-OPS-OTH-07/default.aspx>

Sachs, A. (2024, July 23). *American Airlines introduces new system for mobility device tags*. *The Washington Post*. <https://www.washingtonpost.com/travel/2024/07/23/american-airlines-mobility-wheelchairs-tags/>

2. Learning Domain: Airline Experience

ID# 006 Best practice title: Braille Boarding Pass - Turkish Airlines

Relevant Modules (Area of learning)

People with Visual Impairments - general requirements related to air travel, Desk Services.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 3343.1.5 Procurement support officer.

Job title(s)

Ground agent, airline procurement officer.

Reporter: iGA

Best practice description

Passengers with visual impairments flying with Turkish Airlines can request a Braille-supported boarding pass at the check-in desks of iGA Istanbul Airport.

Turkish Airlines involved its visually impaired staff in the research and development of this project to ensure that the boarding pass design meets the needs of passengers with visual impairments. The Braille boarding pass includes critical travel information such as the reservation code, flight number, flight date and time, departure and arrival destinations, gate, and seat numbers.

Braille boarding passes ensure that visually impaired passengers have access to all the important details of their flight, enhancing their travel experience and independence.

Keywords

Braille, Braille boarding pass, visual impairments, safety.

References

Travel & Tourism News Middle East. (2017, November). *Turkish Airlines launches Braille boarding passes*. <https://ttnonline.com/Article/270500/Turkish-Airlines-launches-Braille-boarding-passes>

2. Learning Domain: Airline Experience

ID# 007 Best practice title: Priority Boarding for PWDs

Relevant Modules (Area of learning)

Boarding Procedures at the Gate, Legal Frameworks and Ethics (Part 1).

Learner profiles - ESCO Occupational group(s)

5111.2.1 Flight attendant, 4221.1 Ground steward/ground stewardess.

Job title(s)

Cabin crew, PRM Assistant, ground handling agent.

Reporter: IATA

Best practice description

Pre-boarding for passengers with disabilities is a common practice across many airlines worldwide, but it is not universally mandated or guaranteed by every airline. In certain regions, such as the U.S. and the EU, regulations require airlines to allow passengers with disabilities the opportunity to board before all other passengers and to provide special assistance by trained airline personnel during the boarding and deplaning process.

Other airlines outside these regulated areas, such as Turkish Airlines and Emirates Airlines, also offer pre-boarding for passengers with disabilities, including those with guide and assistance dogs, as well as passengers with hidden disabilities.

Keywords

Priority boarding, boarding procedures, pre-boarding, accessibility.

References

Delta Air Lines. *US disability bill of rights*. [https://www.delta.com/us/en/legal/notices/us-disability-bill-of-](https://www.delta.com/us/en/legal/notices/us-disability-bill-of-rights#:~:text=Airlines%20must%20allow%20a%20passenger,board%20before%20all%20other%20passengers)

[rights#:~:text=Airlines%20must%20allow%20a%20passenger,board%20before%20all%20other%20passengers](https://www.delta.com/us/en/legal/notices/us-disability-bill-of-rights#:~:text=Airlines%20must%20allow%20a%20passenger,board%20before%20all%20other%20passengers)

Emirates. *Accessible travel*. <https://www.emirates.com/us/english/before-you-fly/health/accessible-travel/>

Eur-Lex. (2006). *Regulation (EC) No 1107/2006*. <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32006R1107>

Turkish Airlines. *Procedures for passengers who need special assistance* [Video]. <https://www.turkishairlines.com/en-int/any-questions/special-assistance-for-passengers/>



2. Learning Domain: Airline Experience

ID# 008 Best practice title: Ambulift Boarding for PWDs

Relevant Modules (Area of learning)

Boarding the Plane.

Learner profiles - ESCO Occupational group(s)

5111.2.1 Flight attendant, 4221.1 Ground steward/ground stewardess.

Job title(s)

Cabin crew, PRM Assistant, ground handling agent, ramp agent.

Reporter: IATA

Best practice description

An 'ambulift', medical high loader or high lifter, is a specialised vehicle used in aviation to assist passengers with reduced mobility in boarding and deplaning aircraft, especially when no air bridge is available. It features an elevating platform that aligns with the aircraft door, allowing easy transfer for passengers in wheelchairs or with mobility aids.

Several airlines, such as Turkish Airlines, provide this service in collaboration with airports. The ambulift enables a dignified and secure process, accommodating passengers with various needs and ensuring accessibility in situations where stairs would otherwise be required.

Keywords

Boarding procedures, pre-boarding, ambulift, passengers with reduced mobility, accessibility.

References

Turkish Airlines. *Procedures for passengers who need special assistance* [Video]. <https://www.turkishairlines.com/en-int/any-questions/special-assistance-for-passengers/>

3. Learning Domain: Airline Experience- In-Flight

ID# 009 Best practice title: Accessible In-Flight Entertainment (IFE) - Air New Zealand and Virgin Atlantic in partnership with Safran Passenger Innovations (SPI)

Relevant Modules (Area of learning)

In-flight Entertainment, Digital Devices, Call Buttons.

Learner profiles - ESCO Occupational group(s)

3343.1.5 Procurement support officer, 7534.1 Aircraft interior technician, 5111.2.1 Flight attendant.

Job title(s)

Cabin crew, airline procurement officer, aircraft maintenance technician.

Reporter: ENAT/IATA

Best practice description

Together with partners Air New Zealand and Virgin Atlantic, Safran Passenger Innovations (SPI), a leading aerospace manufacturer, has launched an integrated accessible IFE designed to enhance the travel experience of PWDs. This system features a user-friendly interface with simplified navigation and integrates screen reading software to assist visually impaired passengers by reading out on-screen text and menu options.

Additionally, the system provides closed captions and subtitles for video contents, catering to passengers with hearing impairments. It also allows customisable text sizes, larger icons, and colour contrasts to help those with visual difficulties, as well as and includes audio descriptions for visual content, enabling visually impaired passengers to understand the visual elements of movies and shows.

Easy access controls, such as physical buttons or voice-activated options, are available for passengers with limited mobility. By integrating these features, Safran's Accessible IFE ensures that in-flight entertainment is accessible and enjoyable for passengers with diverse needs, promoting inclusivity and enhancing their in-flight travel experience.

Keywords

In-Flight Entertainment (IFE), aviation, accessibility, passenger services.

References

OAG Aviation. (2024, July 2). *June 2024's top airline tech innovations*. <https://www.oag.com/blog/june-2024s-top-airline-tech-innovations>

Safran Passenger Innovations. (2023, June 5). *Safran announces accessible flight entertainment*. <https://www.safran-group.com/pressroom/safran-announces-accessible-flight-entertainment-2023-06-05>

3. Learning Domain: Airline Experience- In-Flight

ID# 010 Best practice title: Accessible In-Flight Entertainment (IFE) - Air Transat's Personal Electronic Devices (PEDs) for onboard use

Relevant Modules (Area of learning)

In-flight Entertainment, Digital Devices, Call Buttons.

Learner profiles - ESCO Occupational group(s)

3343.1.5 Procurement support officer, 5111.2.1 Flight attendant.

Job title(s)

Cabin crew, airline procurement officer.

Reporter: IATA

Best practice description

Air Transat offers an accessible IFE option by providing Personal Electronic Devices (PEDs) equipped with special features and settings to ensure that all passengers can comfortably and inclusively enjoy the onboard entertainment. These devices provide entertainment content with descriptive audio and closed captions, catering to visually impaired and hearing-impaired passengers.

To use this service, passengers need to book in advance at least 48 hours before scheduled departure. Reservations can be made by contacting the Air Transat Contact Centre or by filling out an online request form.

Keywords

In-Flight Entertainment (IFE), aviation, accessibility, passenger services.

References

Air Transat. *Entertainment*. <https://www.airtransat.com/en-US/travel-information/inflight-services/entertainment>

3. Learning Domain: Airline Experience- In-Flight

ID# 011 Best practice title: Onboard Braille Signage – United Airlines, Avianca, and S7 Airlines

Relevant Modules (Area of learning)

Onboard Safety-Briefings, Emergency Evacuation.

Learner profiles - ESCO Occupational group(s)

5111.2.1 Flight attendant, 3343.1.5 Procurement support officer, 7534.1 Aircraft interior technician.

Job title(s)

Cabin crew, airline procurement officer, aircraft maintenance technician.

Reporter: ENAT

Best practice description

In 2023, United Airlines became the first U.S. airline to introduce Braille signage on its aircrafts, significantly improving accessibility for passengers with visual impairments. This pioneering initiative involves installing Braille labels on various parts of the aircraft interior, such as seat numbers, row indicators and lavatories, to help visually impaired passengers navigate the cabin more easily and independently.

United has announced that by 2026, its entire fleet will be equipped with Braille signage. Following this initiative, other airlines, such as Avianca and S7 Airlines, have also started incorporating similar Braille features on their aircrafts.

Keywords

Braille signage, on-board accessibility, visual impairments.

References

- Brito, C. (2023, July 28). *United Airlines becomes first U.S. carrier to add Braille signs to aircraft interiors*. CBS News. <https://www.cbsnews.com/news/united-airlines-braille-plane/>
- Centre for Aviation. (2021, July 8). *S7 Airlines receives A320neo with Seven seats and Braille signage*. <https://centreforaviation.com/news/s7-airlines-receives-a320neo-with-seven-seats-and-braille-signage-1078416>
- Martínez Garbuno, D. (2023, September 12). *Avianca adds Braille signage onboard its aircraft*. Simple Flying. <https://simpleflying.com/avianca-braille-signage-onboard-aircraft/>

3. Learning Domain: Airline Experience- In-Flight

ID# 012 Best practice title: Onboard Braille Safety Cards

Relevant Modules (Area of learning)

Onboard Safety-Briefings, Emergency Evacuation.

Learner profiles - ESCO Occupational group(s)

5111.2.1 Flight attendant, 2320.1.8 Cabin crew instructor, 3343.1.5 Procurement support officer.

Job title(s)

Cabin crew, cabin crew training instructor, airline procurement officer.

Reporter: IATA

Best practice description

Braille safety cards are designed with raised Braille text and tactile diagrams, which detail emergency procedures, seatbelt operation, oxygen mask usage, and the location of exits and safety equipment. By offering Braille safety cards, airlines ensure that visually impaired passengers can independently familiarise themselves with important safety instructions, enhancing their security and comfort during flights.

Several airlines around the world have incorporated them into their services. Japan Airlines and British Airways were among the pioneers in offering Braille safety cards, setting an early standard for accessibility, followed by several other carriers worldwide such as Alaska Airlines, Lufthansa, American Airlines, Delta Air Lines, Air France, Qantas, KLM and many others.

Note that the carriage of Braille safety cards is mandated by Transport Canada Civil Aviation (TCCA) and recommended by the European Aviation Safety Agency (EASA).

Keywords

Braille safety cards, safety demonstration, on-board accessibility, visual impairments.

References

American Airlines. *Special assistance*. <https://www.aa.com/i18n/travel-info/special-assistance/special-assistance.jsp>

Finlay, M. (2023, April 26). *How do airlines give visually impaired passengers safety demonstrations?* Simple Flying. <https://simpleflying.com/visually-impaired-passengers-safety-demonstrations-guide/>

European Aviation Safety Agency. Appendix 2 to Decisions 2017/005/R–2017/012/R - EASA. <https://www.easa.europa.eu/en/downloads/22265/en>

Travel Update. (2019, February 5). *Did you know airlines provide safety cards in Braille?* [Blog post]. <https://travelupdate.com/braille-safety-cards/>

3. Learning Domain: Airline Experience- In-Flight

ID# 013 Best practice title: Individual Safety Briefing for PWDs

Relevant Modules (Area of learning)

Onboard Safety-Briefings, Emergency Evacuation, Legal Frameworks and Ethics (Part 1).

Learner profiles - ESCO Occupational group(s)

5111.2.1 Flight attendant, 2320.1.8 Cabin crew instructor.

Job title(s)

Cabin crew, cabin crew training instructor.

Reporter: IATA

Best practice description

Air carriers generally provide individual safety briefings to passengers with disabilities. Within the European Union (EU), Regulation (EC) No 1107/2006 requires airlines operating in the EU to ensure that persons with disabilities receive safety information in an accessible format, including the option of an individualised safety briefing. However, the format of these briefings may vary depending on the airline.

The European Aviation Safety Agency (EASA) further specifies the type of safety information that should be communicated to different categories of Special Category Passengers (SCPs), including persons with disabilities. For example, visually impaired passengers should be physically shown the safety demonstration equipment to help them familiarise with it.

Airlines outside the EU, such as Copa Air and JetBlue, also encourage passengers with disabilities, or their accompanying persons, to request an individual safety briefing from the cabin crew and to indicate the most appropriate way to assist them in understanding the safety instructions.

Keywords

Safety briefing, safety demonstration, on-board accessibility, visual impairments, hearing impairments, hidden disabilities.

References

Copa Airlines. *Accessibility plan and feedback process*. <https://www.copaair.com/en-us/travel-information/special-assistance/accessibility-plan-and-feedback-process/>

European Aviation Safety Agency. *Carriage of special categories of passengers (SCPs), CRD to NPA 2014-01*. <https://www.easa.europa.eu/en/document-library/comment-response-documents/crd-2014-01>

Eur-Lex. (2006). *Regulation (EC) No 1107/2006*. <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32006R1107>



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JetBlue. *Accessibility assistance: Other medical concerns.* <https://www.jetblue.com/at-the-airport/accessibility-assistance/other-medical-concerns>

Learning Domain: Airport Experience – Pre-Journey

ID# 014 Best practice title: "I Can Fly" program for individuals & families living with autism

Relevant Modules (Area of learning)

Planning and Booking, Pre-flight Information, People with Cognitive Impairments - general requirements related to air travel, PRM Assistant Service and Escorting Techniques.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 3343.1.5 Procurement support officer.

Job title(s)

Ground agent, airline procurement officer, PRM assistant.

Reporter: ENAT

Best practice description

Recognising that individuals with autism often encounter sensory and anxiety-related challenges in highly stimulating environments like airports, this programme is designed to make their journey as fast, smooth, and stress-free as possible. Specifically tailored for travellers with autism and their families, the programme is available at Larnaka and Pafos International Airports.

To support this, the program provides families with a comprehensive toolkit. This includes detailed pre-flight information and guidance, a storybook to teach the airport routine to first-time travellers with autism, and a checklist for parents or individuals with autism to mark off completed stages of their journey through the airport.

These resources help passengers with autism and their families or carers prepare for their airport experience by familiarising them with the various stages of air travel, from arrival to boarding the plane. Additionally, the programme includes a dedicated escort upon arrival at the airport, as well as access to fast-track lanes and other specialised facilities.

Keywords

Autism, anxiety, stress-free, assistance, children, travel resource kit.

References

Hermes Airports. *I can fly program: Autism programme brochure.*
https://www.hermesairports.com/media/cms/I_CAN_FLY_Autism_Programme_for_Indi_48F21A4CBD920.pdf

Hermes Airports. *I can fly program: Toolkit tips.*
<https://www.hermesairports.com/media/cms/TOOLKIT%20TIPS%20LCA-PFO.pdf>



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Hermes Airports. *I can fly program: Storybook.*

<https://www.hermesairports.com/media/cms/A%20STEP-BY-STEP%20STORYBOOK%20LCA.pdf>

Hermes Airports. *Services and facilities for PRM accessibility.*

<https://www.hermesairports.com/prepare-your-journey/fly-out/prm-accessibility/services--facilities>

4. Learning Domain: Airport Experience – Pre-Journey

ID# 015 Best practice title: Airport Website Accessibility – “Recite Me” accessibility toolbar, Brisbane Airport, Australia Website

Relevant Modules (Area of learning)

Accessible Digital Information and Communication, Accessibility and Universal Design, People with Other Specific Access Requirements related to air travel, People with Visual Impairments - general requirements related to air travel.

Learner profiles - ESCO Occupational group(s)

2166.15 Web Designer, 2513.5 Web Developer, 2512.4 Software Developer.

Job title(s)

Airline website designer, software developer.

Reporter: ENAT

Best practice description

Brisbane Airport in Australia has integrated “Recite Me” assistive technology on its website, ensuring accessible content for all visitors. The Recite Me toolbar offers screen-reading, reading aids, customisation options, and a live translation feature with over 100 languages, including 65 text-to-speech options. This initiative aims to assist individuals with disabilities, learning difficulties, visual impairments or those for whom English is not their first language.

Executives behind the project aim to create a welcoming environment before passengers even arrive at the airport by providing a multilingual, inclusive, and free-of-charge assistive software for their users. The introduction of this new tool at bne.com.au is in line with the objectives of the Year of Accessible Tourism’s agenda in Queensland.

Keywords

Web accessibility, assistive technology, airport information, PRM services.

References

Baker, E. (2023, June 29). *Brisbane Airport adds accessibility technology to website*. Passenger Terminal Today. <https://www.passengerterminaltoday.com/news/accessibility/brisbane-airport-adds-accessibility-technology-to-website.html#prettyPhoto/0/>

4. Learning Domain: Airport Experience – Pre-Journey

ID# 016 Best practice title: 'Care to Fly' transfer service, ADR (Rome Airports)

Relevant Modules (Area of learning)

Local Transportation to/from the Airport, Boarding the Plane, Disembarkation, PRM Assistance, Mobility Devices.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 8322.7 taxi driver.

Job title(s)

Ground agent, transport driver, PRM assistance staff.

Reporter: ENAT

Best practice description

This service by ADR (Rome Airports) provides door-to-door transfers for passengers with reduced mobility departing from and arriving at Fiumicino and Ciampino airports. This service is conducted in collaboration with ADR Assistance, which offers free reception and ground assistance services for such passengers.

The service, offered at competitive rates, features comfortable and appropriate vehicles designed to meet the needs of passengers with reduced mobility. For departures, a driver will collect passengers and their travel companions at a chosen place and time and take them to the airport, where assistance staff will help with check-in, security, and escorting them to the boarding gate. Upon arrival, passengers are greeted from their seat on the plane and accompanied to the arranged car, which will take them home or to any other chosen destination (within the municipality of Rome).

Keywords

Local transport, aviation, PRM assistance, accessibility.

References

ADR Assistance. *ADR Assistance*. <https://www.adrassistance.it/>

ADR Assistance. *Care to fly*. <https://www.adrassistance.it/en/care-to-fly>

5. Learning Domain: Airport Experience

ID# 017 Best practice title: 'Changing Places' facility at Larnaka Airport

Relevant Modules (Area of learning)

Accessible Toilets and "Changing Places" Toilet (sanitary facilities), Personal Safety, Health and Security.

Learner profiles - ESCO Occupational group(s)

3257 Environmental and occupational health inspectors and associates, 2161.1.1 Interior architects, 3432.1 Interior designer.

Job title(s)

Health & safety inspector, interior architect, interior planner, facility interior designer.

Reporter: ENAT

Best practice description

Larnaka International Airport is equipped with Changing Places toilets to cater to travellers with severe and complex disabilities. These specialised facilities provide sanitary accommodations for individuals who require the assistance of one or two caregivers.

People with profound and multiple learning disabilities, as well as those with physical disabilities such as spinal injuries, muscular dystrophy, and multiple sclerosis, often need additional equipment and space to use the toilet safely and comfortably. Changing Places toilets meet these needs, offering features beyond those of standard accessible toilets.

Designed to fulfil specific needs that standard accessible toilets cannot, Changing Places toilets ensure a dignified and hygienic experience for all users. They provide ample room to accommodate a person with disabilities and up to two assistants, along with equipment such as adult-sized changing benches, ceiling hoists, and privacy screens to ensure safety and comfort.

These specialised facilities are increasingly being installed worldwide in major shopping centres, airports, train stations, and town centres, enhancing accessibility and inclusivity in public spaces.

Keywords

Sanitary facilities, Changing Places, accessible toilets, multiple disabilities, spinal injuries, muscular dystrophy, multiple sclerosis.

References

Hermes Airports. *Accessible services and facilities*.
<https://www.hermesairports.com/prepare-your-journey/fly-out/prm-accessibility/services--facilities>



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Hermes Airports. *Changing place for disabled persons.*
<https://www.hermesairports.com/media/cms/CHANGING%20PLACE.pdf>

5. Learning Domain: Airport Experience

ID# 018 Best practice title: Airport Support to Neurodiverse Passengers – Dog Therapy Project

Relevant Modules (Area of learning)

Assistance/Service Dogs, Airport Specific-use Facilities, People with Other Specific Access Requirements related to air travel.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 2161.1.1 interior architects, 3432.1 Interior designer.

Job title(s)

PRM assistant, interior architect, interior planner, facility interior designer.

Reporter: ENAT

Best practice description

In 2024, iGA Istanbul Airport has introduced the 'Therapy Dog Project' to enhance its customer experience by providing a calming travel environment for passengers experiencing flight-related stress. This initiative, a first in Turkey, features specially trained therapy dogs available to support nervous fliers or those seeking comfort before their journey. The project involves five therapy dogs, cared for by a dedicated and friendly team led by Volkan Arslan, the airport's veterinarian.

The initiative aims to improve overall passenger satisfaction and meet various passenger needs at one of the world's largest transportation hubs. It is based on the proven benefits of human-animal interaction in reducing blood pressure, stress, and anxiety, with the goal of offering a joyful and stress-free travel experience through the presence of therapy dogs.

Additionally, iGA Istanbul Airport is pet-friendly and provides four pet rooms to accommodate travelling pets. These rooms are located in the check-in area, after passport control, and on the arrivals floor. They are equipped with cat and dog food, litter, scratching boards, and other essentials to meet the needs of passengers' pets.

Keywords

Neurodiversity, dedicated airport facilities, PRM services, dog therapy.

References

iGA Istanbul Airport. *iGA Istanbul Airport's therapy dogs ready for duty to reduce flight stress.*
<https://www.istairport.com/en/announcements/iga-istanbul-airports-therapy-dogs-ready-for-duty-to-reduce-flight-stress/?locale=en>

5. Learning Domain: Airport Experience

ID# 019 Best practice title: Accessible Website Contents in iGA Istanbul Airport

Relevant Modules (Area of learning)

Accessible Digital Information and Communication, Orientation and Wayfinding in the Airport, Accessibility and Universal Design.

Learner profiles - ESCO Occupational group(s)

2166.15 Web designer, 2513.5 Web developer, 2512.4 Software developer.

Job title(s)

Airline website designer, web developer, software developer.

Reporter: iGA

Best practice description

iGA Istanbul Airport's website incorporates several accessible features to ensure an inclusive user experience. It includes a 'Frequently Asked Questions' (FAQs) webpage with sign language support to assist hearing-impaired users. The site offers alternative text functions for visually impaired users, enabling screen readers to convey the content effectively.

The 'Departing Passenger Guide' section provides detailed wayfinding options, helping passengers navigate the airport more easily. Additionally, the website is designed in compliance with the Web Content Accessibility Guidelines (WCAG), to ensure compliance with international standards for accessibility.

Keywords

Accessible website, visual impairments, hearing impairments, digital accessibility, WCAG, sign language, alternative text.

References

iGA Istanbul Airport. FAQs. <https://www.istairport.com/en/faq/?locale=en>

iGA Istanbul Airport. *Departing passenger guide*.
<https://www.istairport.com/en/flights/airport-guides/departing-passenger-guide/?locale=en>

5. Learning Domain: Airport Experience

ID# 020 Best practice title: Video Call Center and 'Ask Me' Digital Information Kiosk in iGA Istanbul Airport

Relevant Modules (Area of learning)

Accessible Digital Information and Communication, Orientation and Wayfinding in the Airport, Desk Services.

Learner profiles - ESCO Occupational group(s)

2512.4 Software developer, 2166.15 Web designer, 2643.5 Sign language interpreter, 2161.1.1 Interior architects, 3432.1 Interior designer.

Job title(s)

PRM Assistants, airline website designer, mobile app developer, sign language assistants, interior planner, interior designer.

Reporter: iGA

Best practice description

iGA Istanbul Airport provides comprehensive sign language services which improve the airport experience of passengers with hearing impairments by making navigation and information access as seamless as possible.

The Video Call Center offers 24-hour sign language assistance. This service can be accessed through the iGA Istanbul Airport mobile app or the istairport.com website. It is exclusively designed for individuals who communicate using Turkish sign language, ensuring they receive the support they need at any stage of their journey.

The digital information kiosks also provide live audiovisual assistance 24/7. Passengers can scan their tickets, inquire about boarding gates, and find routes to any location within the airport. Located at 23 different spots throughout the airport, the 'Ask Me' kiosks offer live support in both Turkish and International sign language.

Keywords

Sign language assistance, video call centre, accessible communication tools, hearing impairments.

References

iGA Istanbul Airport. *Sign language*. <https://www.istairport.com/en/flights/airport-guides/iga-cares-accessibility/accessibility/sign-language/?locale=en>

5. Learning Domain: Airport Experience

ID# 021 Best practice title: Accessible Drop-off and Pick-up Points at iGA Istanbul Airport

Relevant Modules (Area of learning)

Accessibility and Universal Design, PRM Assistant Service and Escorting Techniques.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 2161.1 Architect, 3432.1 Interior designer, 2142.1.1 Airport planning engineer.

Job title(s)

PRM Assistant, interior planner, interior architect, planning engineer.

Reporter: iGA

Best practice description

At iGA Istanbul Airport, designated pick-up and drop-off points for PWD are marked with ground and vertical signage near entrance doors numbered 1, 3, and 7 on the departure floor. For guests with visual impairments who use white canes, tactile sidewalks are provided at these entrances to aid navigation.

The journey from the drop-off points to the terminal is designed to be seamless and fully accessible, with no changes in elevation, ensuring smooth and easy access. To enhance safety, extra speed bumps are installed around the drop-off points to slow down vehicles, protecting all passengers as they move to and from the terminal. Additionally, staff are available to assist if needed, ensuring a comfortable and stress-free experience for passengers with disabilities.

Keywords

Visual impairments, curb side, tactile paving, drop-off, pick-up, accessible local transport.

References

iGA Istanbul Airport. *Accessible transportation*.
<https://www.istairport.com/en/flights/airport-guides/iga-cares-accessibility/accessibility/accessible-transportation/?locale=en>
Istanbul Airport TV. (2023, May 10). *Accessible travel is possible with iGA Cares at Istanbul Airport* [Video]. YouTube. <https://youtu.be/hPIvkdSnWP8?feature=shared>

5. Learning Domain: Airport Experience

ID# 022 Best practice title: Accessible Public Transportation Options at iGA Istanbul Airport

Relevant Modules (Area of learning)

Exiting the Airport, Onward Transport, Local Transportation to/from the Airport.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 8322.7 Taxi driver, 8331.1 Bus driver, 2142.1.1 Airport planning engineer.

Job title(s)

Ground agent, transport driver, planning engineer.

Reporter: iGA

Best practice description

IETT city buses to iGA Istanbul Airport are wheelchair accessible, ensuring that passengers with mobility challenges can travel comfortably. In addition to city buses, the private company Havaist provides transportation to and from the city centre. For guests with wheelchairs who wish to use a Havaist bus, a special accessible minibus can be arranged upon notification.

Wheelchair users who prefer to take a taxi can request an accessible taxi equipped with a seating device to assist them in getting into the vehicle. Accessible black luxury taxis, which are wheelchair-friendly, can also be arranged for added comfort and convenience.

Additionally, the metro station at iGA Istanbul Airport is designed to meet accessibility standards. It features accessible elevators, Braille signs, and tactile flooring, ensuring a smooth and independent travel experience for all passengers.

Keywords

Physical impairments, wheelchair users, urban transportation, accessible taxis, Braille, accessible local transport.

References

iGA Istanbul Airport. *Accessible transportation.*
<https://www.istairport.com/en/flights/airport-guides/iga-cares-accessibility/accessibility/accessible-transportation/?locale=en>
Istanbul Airport TV. (2023, May 10). *Accessible travel is possible with iGA Cares at Istanbul Airport* [Video]. YouTube. <https://youtu.be/hPIvkdSnWP8?feature=shared>

5. Learning Domain: Airport Experience

ID# 023 Best practice title: Dedicated Parking Spaces for PWDs – iGA Istanbul Airport, Haneda Airport, Heathrow Airport

Relevant Modules (Area of learning)

Accessibility and Universal Design.

Learner profiles - ESCO Occupational group(s)

2142.1.1 Airport planning engineer, 2161.1 Architect.

Job title(s)

Planning engineer, architect, urban planner.

Reporter: iGA/IATA

Best practice description

At iGA Istanbul Airport, dedicated parking spaces are available on each floor close to the entrances and elevators, with accessible toilets located within the parking area. Guests with disabilities who wish to use the parking lot for free for up to 15 days must be present in the vehicle at the parking payment point.

At Haneda Airport, passengers with disabilities can press the 'Call Staff' button or the 'Assistance for Disabled Persons' button at the entrance. They must present their Physical Disability Certificate or other eligible documents to the camera. A parking ticket for PWD will be issued. Upon exiting the parking lot, the fee will be adjusted to half the normal rate at any ticket adjustment machine.

At Heathrow Airport, the Blue Badge scheme is available in all parking areas. These designated parking spaces are located close to terminal access routes and dedicated help points for passengers requiring PRM assistance. Passengers may also use a hotline phone number to call for assistance directly from their car.

Keywords

Physical impairments, dedicated parking spaces, discounted rates.

References

Heathrow Airport. *Accessible travel*. <https://www.heathrow.com/at-the-airport/assistance-and-accessibility/accessible-travel>

Haneda Airport. *Spaces for disabled people*. https://tokyo-haneda.com/en/service/facilities/spaces_for_disabled_people.html

iGA Istanbul Airport. *Accessible transportation*. <https://www.istairport.com/en/flights/airport-guides/iga-cares-accessibility/accessibility/accessible-transportation/?locale=en>



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Istanbul Airport TV. (2023, May 10). *Accessible travel is possible with iGA Cares at Istanbul Airport* [Video]. YouTube. <https://youtu.be/hPlvkdSnWP8?feature=shared>

5. Learning Domain: Airport Experience

ID# 024 Best practice title: Accessible Information Desks in iGA Istanbul Airport

Relevant Modules (Area of learning)

Accessible Digital Information and Communication, Physical and Digital Communication Tools, Desk Services.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 3432.1 Interior designer, 2142.1.1 Airport planning engineer.

Job title(s)

Ground agent, terminal operations agent, planning engineer, facility interior designer, interior architect.

Reporter: iGA

Best practice description

At iGA Istanbul Airport, information desks are conveniently accessible from the entrance via tactile paving, which guides visually impaired passengers to their destination. These desks are equipped with induction loop devices for hearing aid users, ensuring clear communication. Signs displaying available services in Braille can be found at the information points located at the end of the tactile paving.

Keywords

Information desks, tactile paving, Braille, induction loops, visual impairments, hearing impairments.

References

iGA Istanbul Airport. *Information points*. <https://www.istairport.com/en/flights/airport-guides/iga-cares-accessibility/accessibility/information-points/?locale=en>
Istanbul Airport TV. (2023, May 10). *Accessible travel is possible with iGA Cares at Istanbul Airport* [Video]. YouTube. <https://youtu.be/hPIvkdSnWP8?feature=shared>

5. Learning Domain: Airport Experience

ID# 025 Best practice title: Assistant Call Point in Amsterdam Schiphol Airport

Relevant Modules (Area of learning)

Accessible Digital Information and Communication, Physical and Digital Communication Tools.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 3432.1 Interior designer, 2142.1.1 Airport planning engineer.

Job title(s)

Ground agent, PRM assistant, interior architect, planning engineer.

Reporter: iGA

Best practice description

Amsterdam Airport Schiphol is introducing innovative PRM call points in 2024 to address the increasing demand for accessible airport services, driven by a rising elderly population and evolving regulations such as the European Accessibility Act.

Schiphol's PRM call points are designed to enhance both communication and support for PRM passengers. The system features a web application that connects passengers with support agents for personalised assistance. The call points themselves include a 12-inch multi-touch screen, a hearing loop for those with hearing aids, a screen reader for visually impaired users, and a barcode scanner for document processing.

A key innovation is the optional video call function, allowing passengers to have live, two-way audio-visual interactions with support staff. For those who might find touchscreens challenging, the call points also have a physical call button and a text-based chat function.

Keywords

Assistance service, assistant call point, assistant call phone, physical impairments, hearing impairments, sign language, wheelchair user.

References

Schiphol Airport. *Schiphol's all-new PRM call points*. <https://www.schiphol.nl/en/aviation-solutions/blog/schiphols-all-new-prm-call-points/>

5. Learning Domain: Airport Experience

ID# 026 Best practice title: Priority Entrance at Security & Passport Control at iGA Istanbul Airport

Relevant Modules (Area of learning)

Security Check, Passport Control, E-passport, Orientation and Wayfinding in the Airport.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 5414.1.1 Airport security officer, 3351.3 Immigration officer.

Job title(s)

Ground agent, PRM assistant, airport security officer, passport control officer.

Reporter: iGA

Best practice description

At iGA Istanbul Airport the security control area features priority entrances equipped with tactile paving to assist white cane users. These entrances have separate queue lines that allow PWD to proceed through a dedicated line, ensuring that other guests wait until they have passed through. Passengers with invisible disabilities can also access priority security control points by presenting their 'Very Special Guest Card' (also offered to pregnant individuals).

At the passport control area, accessibility is again prioritized with a dedicated line for PWDs. This line features a lower desk and camera specifically designed for wheelchair users, ensuring that the passport control process is accessible and convenient for all travellers.

Keywords

Security control, passport control, immigration, tactile paving, priority entrances, visual impairments, hidden disabilities, physical impairments.

References

iGA Istanbul Airport. *Very special guest card*. <https://www.istairport.com/en/flights/airport-guides/iga-cares-accessibility/accessibility/very-special-guest-card/?locale=en>
iGA Istanbul Airport. *My route and accessible route*. <https://www.istairport.com/en/flights/airport-guides/iga-cares-accessibility/accessibility/my-route-and-accessible-route/?locale=en>
Istanbul Airport TV. (2023, May 10). *Accessible travel is possible with iGA Cares at Istanbul Airport* [Video]. YouTube. <https://youtu.be/hPIvkdSnWP8?feature=shared>

5. Learning Domain: Airport Experience

ID# 027 Best practice title: TSA (Transportation Security Administration) Passenger Support Specialists (PSS) at Security Control at U.S. Airports

Relevant Modules (Area of learning)

Security Check, PRM Assistant Service and Escorting Techniques.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 5414.1.1 Airport security officer.

Job title(s)

Ground agent, PRM assistant, airport security officer.

Reporter: IATA

Best practice description

The TSA Passenger Support Service is offered as part of the 'TSA Cares' program for passengers with special needs. TSA Passenger Support Specialists (PSS) are specially trained security officers who assist, escort and communicate effectively with passengers needing individualised support while going through the airport security screening. Note that PSS services do not exempt passengers from the security screening process.

Passengers can request PSS assistance by completing the TSA Cares form or calling the 'TSA Cares' hotline at least 72 hours before departure. This service is available for passengers with disabilities or medical conditions, passengers travelling with internal or external medical devices, travelling with medically necessary liquids over 3.4 ounces, accompanying a child with a disability or medical condition, and travelling with a service animal. Additionally, PSSs can help individuals facing difficulties in communicating in English, as well as passengers travelling with religious, sacred, or spiritual items requiring special handling.

Keywords

Security control, support service, special assistants, visual impairments, hidden disabilities, physical impairments, neurodivergences.

References

Transportation Security Administration. *TSA Cares: Passenger support*.
<https://www.tsa.gov/travel/tsa-cares/passenger-support>

5. Learning Domain: Airport Experience

ID# 028 Best practice title: Visual Cues for People with Parkinson's Disease at iGA Istanbul Airport

Relevant Modules (Area of learning)

Orientation and Wayfinding in the Airport, Passport Control, E-passport, People with Other Specific Access Requirements related to air travel.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, Airport security officer, 3351.3 Immigration officer.

Job title(s)

Ground agent, PRM assistant, airport security officer, passport control officer.

Reporter: iGA

Best practice description

iGA Istanbul Airport has introduced the 'Blue Ribbon Program', designed to support passengers with Parkinson's disease who may experience freezing episodes. This initiative, developed in collaboration with the Turkey Parkinson's Disease Association, involves placing a blue ribbon in key queue areas to serve as a visual cue, helping individuals with Parkinson's disease move through the airport.

The blue ribbons can be found at the international priority entrance passport checkpoint on the departures floor and at the domestic priority second security control on the departures floor.

Keywords

Passport control, security control, immigration, Parkinson's disease.

References

iGA Istanbul Airport. *Visual cues for individuals with Parkinson's disease*. <https://www.istairport.com/en/services/experience/age-friendly-airport/age-friendly-airport/visual-cues-for-individuals-with-parkinsons-disease/?locale=en>

5. Learning Domain: Airport Experience

ID# 029 Best practice title: WHILL Inc. Driverless Electric Wheelchair

Relevant Modules (Area of learning)

Orientation and Wayfinding in the Airport, PRM Assistant Service and Escorting Techniques.

Learner profiles - ESCO Occupational group(s)

3343.1.5 Procurement support officer, 4221.1 Ground steward/ground stewardess.

Job title(s)

Airport procurement officer, PRM assistant.

Reporter: iGA/IATA

Best practice description

Osaka Kansai International Airport, Winnipeg International Airport, and Tokyo Narita International Airport have introduced driverless electric wheelchairs in collaboration with Japanese manufacturer WHILL, Inc. Schiphol Airport and a few others have also recently started trialling this product, integrating it into their accessibility offerings. These self-driving wheelchairs can independently detect and avoid people and obstacles while navigating to their destinations.

The wheelchairs operate by following a predetermined leader to a common endpoint, with staff available to offer guidance as needed or in case of failure. The smart features and adaptability of these wheelchairs make them an ideal solution for assisting passengers, particularly by ensuring they reach their connection points on time.

While the introduction of driverless electric wheelchairs represents significant advancements in accessibility services, it is important to note that not all airports may be able to implement such technology. Various factors, including infrastructure, may affect the ability of other airports to offer similar services.

Keywords

Physical impairments, self-driving wheelchair, electric wheelchair.

References

WHILL. *Schiphol continues trial with autonomous mobility vehicles.*
<https://whill.inc/us/schiphol-continues-trial-with-autonomous-mobility-vehicles/>

WHILL. *WHILL autonomous service commercially available at Narita International Airport.*
<https://whill.inc/gb/whill-autonomous-service-commercially-available-at-narita-international-airport/>

WHILL. *WHILL autonomous service expands coverage to include Kansai International Airport's new international departure area.* <https://whill.inc/us/whill-autonomous-service-expands-coverage-to-include-kansai-international-airports-new-international-departure-area/>

5. Learning Domain: Airport Experience

ID# 030 Best practice title: 'My Route' feature on iGA Istanbul Airport's mobile app

Relevant Modules (Area of learning)

Orientation and Wayfinding in the Airport, PRM Assistant Service and Escorting Techniques, Physical and Digital Communication Tools.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess.

Job title(s)

PRM Assistant, ground agent, terminal operations agent.

Reporter: iGA

Best practice description

At iGA Istanbul Airport, the 'My Route' feature on the airport's mobile app is automatically activated when passengers use the voice-over function on their mobile phones. This feature is specifically designed to assist visually impaired persons by helping them find their current location, search for desired destinations on the map, and navigate the airport independently with planned routes and voice guidance. Additionally, the app allows users to view what is in front of them based on the direction they hold their phone.

For further assistance, the app includes a video call feature that connects the user's camera to airport agents. This allows agents to provide support if the passenger is disoriented, needs help finding an available seat, or requires assistance with other amenities.

Keywords

Visual impairments, mobile application, voice-over, navigation, video call assistance.

References

iGA Istanbul Airport. *My route and accessible route*.
<https://www.istairport.com/en/flights/airport-guides/iga-cares-accessibility/accessibility/my-route-and-accessible-route/?locale=en>
Istanbul Airport TV. (2023, September 5). *Independent travel is possible with iGA My Route* [Video]. YouTube. <https://youtu.be/wOpi-fAPF-s>

5. Learning Domain: Airport Experience

ID# 031 Best practice title: Tactile Paving at Visakhapatnam Airport

Relevant Modules (Area of learning)

Orientation and Wayfinding in the Airport, People with Visual Impairments - general requirements related to air travel.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 2161.1.1 Interior architect, 3432.1 Interior designer, 2142.1.1 Airport planning engineer.

Job title(s)

Terminal operations agents, ground agent, planning engineer, interior planner, interior architect.

Reporter: IATA

Best practice description

In 2018, Visakhapatnam Airport made a significant step in accessibility by introducing tactile paving to aid visually impaired passengers. This initiative marked Visakhapatnam as the first airport in South India to implement such a feature, setting an example for other airports in the region. The tactile paving, designed to help visually challenged individuals navigate the airport, stretches 75 meters and connects key areas, including pick-up and drop-off points, to the service desks.

The paving features raised patterns that serve as tactile indicators, guiding visually impaired passengers safely along their route with markers indicating turns and important locations. The project was developed in consultation with local schools and institutions for the blind, ensuring that the design was both practical and user-friendly. Before its official launch on January 26, 2018, the paving underwent a trial demonstration on January 25, with input from school authorities to test its functionality.

Keywords

Visual impairments, tactile paving, accessible route.

References

Airport Industry Review. (2018, March). *Smart environments: How airports use tech to welcome special needs passengers.*
https://airport.nridigital.com/air_mar18/smart_environments_how_airports_use_tech_to_welcome_special_needs_passengers

5. Learning Domain: Airport Experience

ID# 032 Best practice title: Indoor Guidance Project in Malaga-Costa del Sol Airport

Relevant Modules (Area of learning)

Orientation and Wayfinding in the Airport, People with Visual Impairments - general requirements related to air travel.

Learner profiles - ESCO Occupational group(s)

3343.1.5 Procurement support officer, 2161.1.1 Interior architect, 3432.1 Interior designer, 2142.1.1 Airport planning engineer.

Job title(s)

Airport procurement officer, planning engineer, interior planner, interior architect.

Reporter: iGA

Best practice description

Malaga - Costa del Sol Airport, part of the AENA Spanish airport network, has introduced an indoor guidance project tailored for passengers with visual impairments or low vision. This initiative uses 'NaviLens' technology, which employs colour markers based on Artificial Vision.

These markers can be read from long distances, providing information equivalent to what a fully sighted person would get from standard signage. The system reports the position, distance, and direction of the marker without requiring a headset.

Additionally, the airport has enhanced the flow of lighting from the entrance doors to the Call Points. By creating clear paths with brighter gates leading to the Information Point, the airport has made it easier for visually impaired passengers to navigate the terminal.

Keywords

Visual impairments, navigation, indoor guidance.

References

European Blind Union. (2022, March). *European airports and visually impaired passengers*. <https://www.euroblind.org/newsletter/2022/march/en/european-airports-and-visually-impaired-passengers>

5. Learning Domain: Airport Experience

ID# 033 Best practice title: The Sunflower Lanyard

Relevant Modules (Area of learning)

Attitudinal Barriers and Effective Communication Interaction, PRM Assistant Service and Escorting Techniques.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 5111.2.1 Flight attendant, 2320.1.8 Cabin crew instructor.

Job title(s)

Terminal operations agents, ground handling agents, PRM assistants, cabin crew, cabin crew training instructor.

Reporter: iGA/IATA

Best practice description

The Sunflower Lanyard initiative is a global program designed to discreetly identify individuals with hidden disabilities, ensuring they receive the assistance and understanding they need in public spaces. Participants wear a lanyard decorated with a sunflower pattern, signalling to staff and volunteers that they may require additional help or time without having to explain their disability.

The initiative aims to promote inclusivity and support for people with a wide range of non-visible disabilities, such as autism, dementia, anxiety disorders, and chronic pain, etc. In aviation, the Sunflower Lanyard initiative has been particularly impactful – it was first introduced at London Gatwick Airport and is now recognised by over 100 airports worldwide. From check-in to boarding and during the flight, staff trained to recognize the sunflower lanyard can offer appropriate assistance, such as expedited check-in and security procedures, priority boarding, and additional in-flight support.

Keywords

Hidden disabilities, invisible disabilities, sunflower lanyard, autism, dementia, neurodivergences, anxiety disorders.

References

The Hidden Disabilities Sunflower. *Airports around the world.*
<https://hdsunflower.com/row/insights/post/airports-around-the-world>

5. Learning Domain: Airport Experience

ID# 034 Best practice title: Aira and the 'Envision Glasses' smart glasses at selected U.S. Airports

Relevant Modules (Area of learning)

PRM Assistant Service and Escorting Techniques, Orientation and Wayfinding in the Airport, Baggage Collection, Lost Luggage, Exiting the Airport, Onward Transport.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 3343.1.5 Procurement support officer.

Job title(s)

Terminal operations agents, ground handling agents, PRM assistants, airport procurement officer.

Reporter: iGA/IATA

Best practice description

Several U.S. airports, including Houston Airports, Memphis International Airport, Minneapolis St. Paul International Airport, and Seattle-Tacoma Airport, have initiated partnerships with the mobile application 'AIRA' and smart glasses 'Envision Glasses'.

Aira empowers blind and visually impaired travellers to navigate airports independently by combining advanced technology with human interaction. Using a smartphone's back-facing camera, video is streamed to an agent's dashboard, which also includes GPS, Google Maps, and ride-share access. This allows Aira agents to provide real-time visual information, enhancing efficiency and engagement for users.

Aira's smart glasses and mobile app connect users to live agents who see their surroundings in real time. The agents act as visual interpreters, helping with tasks such as reading flight information, navigating security, and identifying luggage at a baggage belt. This service ensures visually impaired passengers can navigate terminals, access services, and arrange local transportation with ease and confidence.

Keywords

Visual impairments, AIRA, smart glasses, airport navigation, accessible transport.

References

Aira. *Aira airport network*. <https://aira.io/airports/>
Airport Industry Review. (2018, March). *Smart environments: How airports use tech to welcome special needs passengers*.
https://airport.nridigital.com/air_mar18/smart_environments_how_airports_use_tech_to_welcome_special_needs_passengers



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Future Travel Experience. (2017, October). *Memphis Airport uses Aira smart glasses to simplify airport experience for blind and low vision travellers.*
<https://www.futuretravelexperience.com/2017/10/memphis-airport-uses-smart-glasses-to-assist-blind-and-low-vision-travellers/>

5. Learning Domain: Airport Experience

ID# 035 Best practice title: 'Wheelshare' rental wheelchairs at iGA Istanbul Airport

Relevant Modules (Area of learning)

PRM Assistant Service and Escorting Techniques.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 3343.1.5 Procurement support officer.

Job title(s)

Ground handling agents, PRM assistants, airport procurement officer.

Reporter: iGA/IATA

Best practice description

iGA Istanbul Airport has launched 'Wheelshare', a pilot project running until July 2024, to provide rental wheelchairs for passengers. During this initial phase, 7 stations, each equipped with 8 wheelchairs, have been strategically placed throughout the domestic journey areas.

This initiative aims to improve the airport experience for people with mobility limitations, allowing them to move independently or with companions without waiting for assistance. Passengers can enjoy a complimentary 2-hour usage period, seamlessly renting a wheelchair from any station and returning it to any other station.

Keywords

Physical impairments, wheelchair rental. wheelchair users.

References

Wheel-share. *Home*. <https://www.wheel-share.com/>

5. Learning Domain: Airport Experience

ID# 036 Best practice title: Accessible Toilets and Stoma Friendly Lavatories at selected AENA Airports in Spain

Relevant Modules (Area of learning)

Accessible Toilets and "Changing Places" Toilet (sanitary facilities), Airport Specific-use Facilities, Personal Safety, Health and Security.

Learner profiles - ESCO Occupational group(s)

3257 Environmental and occupational health inspectors and associates, 2161.1.1 Interior architects, 3432.1 Interior designer.

Job title(s)

Health & safety inspector, interior architect, interior planner, facility interior designer.

Reporter: IATA

Best practice description

At the current stage, twenty AENA airports in Spain offer stoma-friendly accessible toilets designed to accommodate the needs of passengers with stomas. This equipment may be located exclusively or incorporated within an accessible toilet. These toilets include features such as a fold-down shelf or changing bench, which provides a convenient surface for changing stoma bags, as well as a sink and hand dryer within reach from the bench, allowing users to comfortably care for their stoma.

Additionally, these restrooms include hooks for hanging bags or other necessary items and an easily accessible waste disposal unit specifically designed for stoma-related waste. The spacious design ensures that users, including those with mobility aids or travelling with an accompanying person, have ample room to move around. The facilities are clearly signposted and located within the accessible toilet areas, ensuring that they can be found and accessed with ease.

Keywords

Physical impairments, wheelchair, accessible toilets, stoma, ostomy, adult changing room.

References

AENA Airports. *Toilets for people with ostomies.*
<https://www.aena.es/en/passengers/travellers/passengers-with-special-needs/invisible-disabilities/toilets-for-people-with-ostomies.html#:~:text=The%20adaptation%20of%20toilets%20for,with%20trigger%20and%20extension%20cable.>



5. Learning Domain: Airport Experience

ID# 037 Best practice title: Special Passenger Service Point in iGA Istanbul Airport

Relevant Modules (Area of learning)

Airport Specific-use Facilities, Personal Safety, Health and Security.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 2161.1.1 Interior architects, 3432.1 Interior designer, 2142.1.1 Airport planning engineer.

Job title(s)

PRM assistant, planning engineer, interior planner, interior architect.

Reporter: iGA

Best practice description

Special Passenger Service Points are available in the check-in area of iGA Istanbul Airport for passengers with high sensitivity to noise and crowds. The security control areas can be particularly stressful for people sensitive to noise, crowds, touch, and unfamiliar environments. iGA Istanbul Airport has two security control points - the first at the entrance and the second before the gates.

These rooms are designed to offer a calmer space before continuing with mandatory processes such as check-in and the second security check. The rooms feature resting chairs, a smaller private room for the removal of prosthetic limbs, flight information screens, and wheelchair charging stations for guests needing to charge their electric wheelchairs.

Keywords

Physical impairments, wheelchair, hidden disabilities, autism, prostheses, electric wheelchair, wheelchair charging, silent room, sensory issues.

References

iGA Istanbul Airport. *Special passenger service point.*
<https://www.istairport.com/en/flights/airport-guides/iga-cares-accessibility/accessibility/special-passenger-service-point/?locale=en>

5. Learning Domain: Airport Experience

ID# 038 Best practice title: Sensory Rooms for passengers with sensory processing disorder (SPD)

Relevant Modules (Area of learning)

Airport Specific-use Facilities, Personal Safety, Health and Security.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 2161.1.1 Interior architects, 3432.1 Interior designer, 2142.1.1 Airport planning engineer.

Job title(s)

PRM assistant, planning engineer, interior planner, interior architect.

Reporter: iGA/IATA

Best practice description

In 2017, Shannon Airport in Ireland became the first airport in Europe to introduce a sensory room within its departure lounge. This facility is designed to ease the anxiety and overstimulation of passengers with autism, Down syndrome, epilepsy, dementia, and other neurodevelopmental challenges. Following Shannon's lead, several other airports, including iGA Istanbul Airport, Dublin Airport, and London Heathrow Airport, have since introduced similar facilities to cater to the needs of both children and adults.

These specially designed spaces are typically equipped with features such as soft, adjustable lighting or colour-changing LED lights, creating a soothing atmosphere. To meet tactile needs, they include textured surfaces on walls or floors, as well as special tactile toys, providing various sensory experiences through touch. Visual stimuli, such as bubble tubes, fibre optic lights, and projectors displaying calming visuals, are used to engage and relax users.

The rooms are often soundproofed or designed to minimise noise, offering a quiet retreat that provides comfort and relaxation before boarding. At iGA Istanbul Airport, a small 'Silent Room' is furnished with soft materials to prevent self-harm during crisis situations, and a refrigerator is provided for medication storage.

Keywords

Physical impairments, hidden disabilities, silent room, medication storage. sensory issues,

References

Airport Industry Review. (2018, March). *Smart environments: How airports use tech to welcome special needs passengers.*
https://airport.nridigital.com/air_mar18/smart_environments_how_airports_use_tech_to_welcome_special_needs_passengers

Dublin Airport. *Sensory room.* <https://www.dublinairport.com/accessibility/sensory-room>



BEST PRACTICES DATABASE

iGA Istanbul Airport. *Very special guest card*. <https://www.istairport.com/en/flights/airport-guides/iga-cares-accessibility/accessibility/very-special-guest-card/?locale=en>

Istanbul Airport TV. (2023, September 15). *Very special guest card* [Video]. YouTube. https://youtu.be/qsGjNJPWA_M

Relajo-Howell, D. (2019, April 6). *Heathrow Airport Terminal 3 opens new sensory room*. Psychreg Journal. <https://www.psychreg.org/heathrow-airport-sensory-room/>

5. Learning Domain: Airport Experience

ID# 039 Best practice title: Café Yanımda: Accessible Café at iGA Istanbul Airport

Relevant Modules (Area of learning)

Airport Commercial Facilities.

Learner profiles - ESCO Occupational group(s)

5230.1 Cashier, 5131.2 waiter/waitress, 5246 Food service counter attendants, 2161.1.1 Interior architects, 3432.1 Interior designer, 2142.1.1 Airport planning engineer.

Job title(s)

Counter attendants, table server, check-out assistant, planning engineer, interior planner, interior architect.

Reporter: iGA

Best practice description

iGA Istanbul Airport has launched Café Yanımda in the domestic departure zone in partnership with TUM, the airport's food and beverage service provider. This café is designed to be fully accessible and cater to a diverse range of needs.

Café Yanımda's layout includes specially adapted tables and chairs to accommodate wheelchair users and those with other mobility challenges. The café offers Braille menus and a tactile map to assist visually impaired customers. Sign language communication kiosks are available to facilitate interaction for hearing impaired guests who use sign language. For those with sensory issues, the café offers designated quiet zones. Additionally, the café has implemented clear and easily understandable signage to aid guests with learning difficulties.

Café Yanımda also supports social responsibility by actively hiring PWDs and sharing a portion of its revenue with NGOs that support various disability groups.

Keywords

Visual impairment, physical impairment, hearing impairment, accessible café, Braille menus, tactile map.

References

iGA Istanbul Airport. *Café Yanımda*. <https://www.istairport.com/en/flights/airport-guides/iga-cares-accessibility/accessibility/cafe-yanimda/?locale=en>

5. Learning Domain: Airport Experience

ID# 040 Best practice title: Accessible food concessionaires at O'Hare International Airport

Relevant Modules (Area of learning)

Airport Commercial Facilities.

Learner profiles - ESCO Occupational group(s)

5230.1 Cashier, 5131.2 Waiter/waitress, 5246 Food service counter attendants, 3432.1 Interior designer.

Job title(s)

Counter attendants, check-out assistant, interior planner, interior designer.

Reporter: iGA

Best practice description

O'Hare International Airport in Chicago offers advanced accessible services for PWDs, including within its concession areas. Features of accessible concessionaires include wide, unobstructed aisles that accommodate wheelchairs and other mobility devices, low counters to facilitate transactions for those who are seated or have limited reach, and low refrigerated shelves to allow easy access to products.

Keywords

Visual impairment, physical impairment, hearing impairment, accessible café, Braille menus, tactile map.

References

Chicago Department of Aviation. (2023, May 18). *Accessibility at O'Hare International Airport* [Video]. YouTube. <https://www.youtube.com/watch?v=VoSoziScuLg>



5. Learning Domain: Airport Experience

ID# 041 Best practice title: Baggage Waiting Area in iGA Istanbul Airport

Relevant Modules (Area of learning)

Baggage Collection, Lost Luggage.

Learner profiles - ESCO Occupational group(s)

4221.1 Ground steward/ground stewardess, 3432.1 Interior designer, 2142.1.1 Airport planning engineer.

Job title(s)

PRM assistant, interior planner, planning engineer.

Reporter: iGA

Best practice description

Priority waiting areas have been designated for PWDs, physical impairments and other special needs near the baggage claim carousels at iGA Istanbul Airport.

Keywords

Physical impairment, wheelchair, baggage claim, baggage waiting.

References

iGA Istanbul Airport. *Baggage waiting area*. <https://www.istairport.com/en/flights/airport-guides/iga-cares-accessibility/accessibility/baggage-waiting-area/?locale=en>