

How to use the **INCLAVI -Inclusive** **Aviation e-Learning** **Curriculum**

| **Guidance Notes for Trainers and Educators**

INCLAVI -certified by



EFMD
GLOBAL



EOCCS



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Visit: <https://www.inclavi.eu>

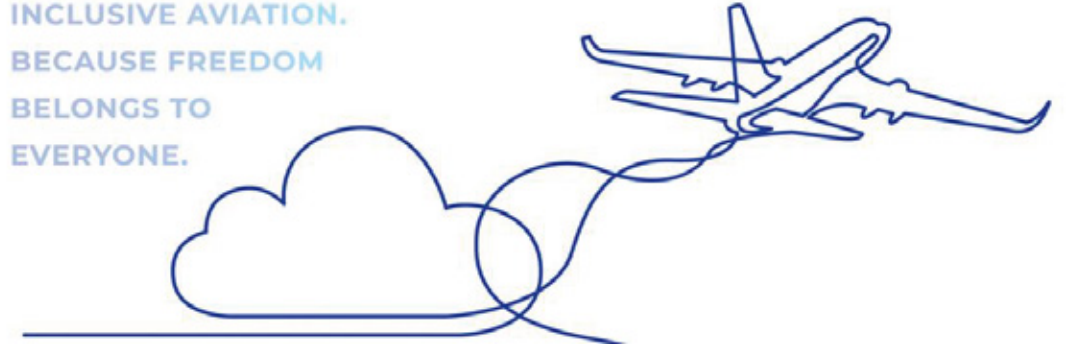
What INCLAVI

INCLAVI - Inclusive Aviation © 2025

Training Offers

- A comprehensive curriculum consisting of 40 concise modules, each aligned with core knowledge and specific passenger journey touchpoints – from booking to post-arrival
- Case-based and research-informed content covering a wide spectrum of accessibility topics, including physical, sensory, cognitive, and invisible disabilities
- Designed for both industry professionals and educational institutions seeking to build more inclusive practices in aviation and tourism
- Developed collaboratively by universities, VET institution, airports, and airlines across Europe

INCLUSIVE AVIATION.
BECAUSE FREEDOM
BELONGS TO
EVERYONE.



This guidance document provides information for trainers, educators and education managers on using the INCLAVI online curriculum for staff training and student education on assistance services for Passengers with Reduced Mobility (PRMs) and Passengers with Disabilities (PwDs).



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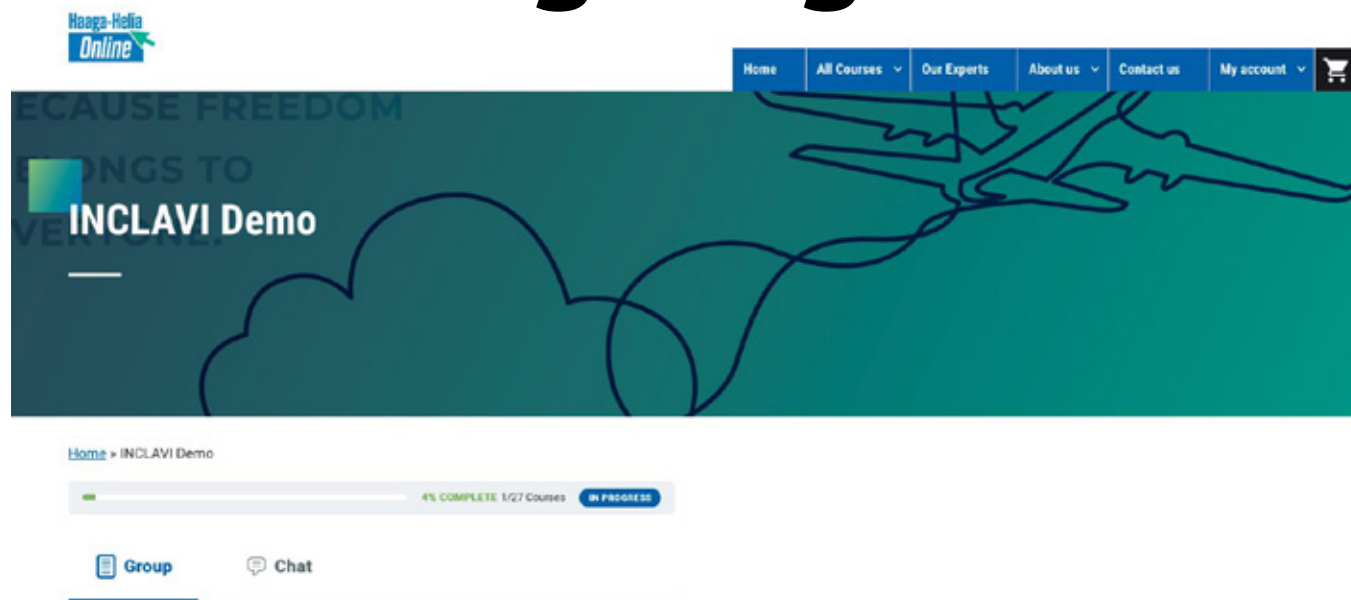
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INCLAVI Online

Training Programme

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Visit:

<https://www.inclavi.eu/inclavi-curriculum/>
INCLAVI - A Comprehensive European Training Curriculum on Accessibility and Inclusion for the Aviation, Airports and Travel Sectors



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7 Steps to Building Your INCLAVI Training Programme

Contents:

1. What is Inclusive Aviation?
2. INCLAVI - Certified training and education on accessibility and inclusion for the aviation, airports and travel sectors.
3. The 40 INCLAVI Training Courses are designed for:
 - Self-study by Professionals and students
 - Continuing Development of Professional Team
 - Higher Education and Vocational Training classes
4. Technology Tools for a Smooth Learning Experience
5. Meeting Aviation Regulatory Standards, Quality Assurance and International EOCCS Certification by EFMD Global
6. Customising Learning Paths to your Learners' Needs
7. Onboarding, Learner Assessment and Results

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Follow the 7 steps in these Guidance Notes to plan your training course

For self-learners



For Teachers



**For Education and
Training organisations**



INCLAVI Online Training courses are available Free of Charge.

**Make INCLAVI part of your
Learning or Training Journey!**



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01

What is Inclusive Aviation?

Inclusive Aviation, as defined by the INCLAVI project, is an initiative aimed at addressing skills mismatches in the aviation sector to ensure the freedom of movement and accessibility for persons with disabilities (PwDs), in line with the European Commission's Strategy for the Rights of Persons with Disabilities 2021-2030.

It involves creating and implementing specialised training curricula for aviation professionals across travel agencies, airports, and airlines to improve the passenger journey for PwDs from door to door, promoting respect, dignity and inclusivity.

The project fosters cooperation among global industry actors, higher education institutions, and vocational training providers to lead the aviation industry toward greater accessibility and disability-inclusive development through education, training and knowledge sharing.



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Visit: <https://www.inclavi.eu>

02

INCLAVI - Certified training and education on accessibility and inclusion for the aviation, airports and travel sectors.

The INCLAVI Online Curriculum is designed to fill a gap in professional training and student education by introducing the regulatory environment for air passenger transportation, with a focus on principles, methods and good practices when providing services for Persons with Reduced Mobility (PRMs), including Persons with Disabilities (PwDs) and others with specific access requirements when travelling.

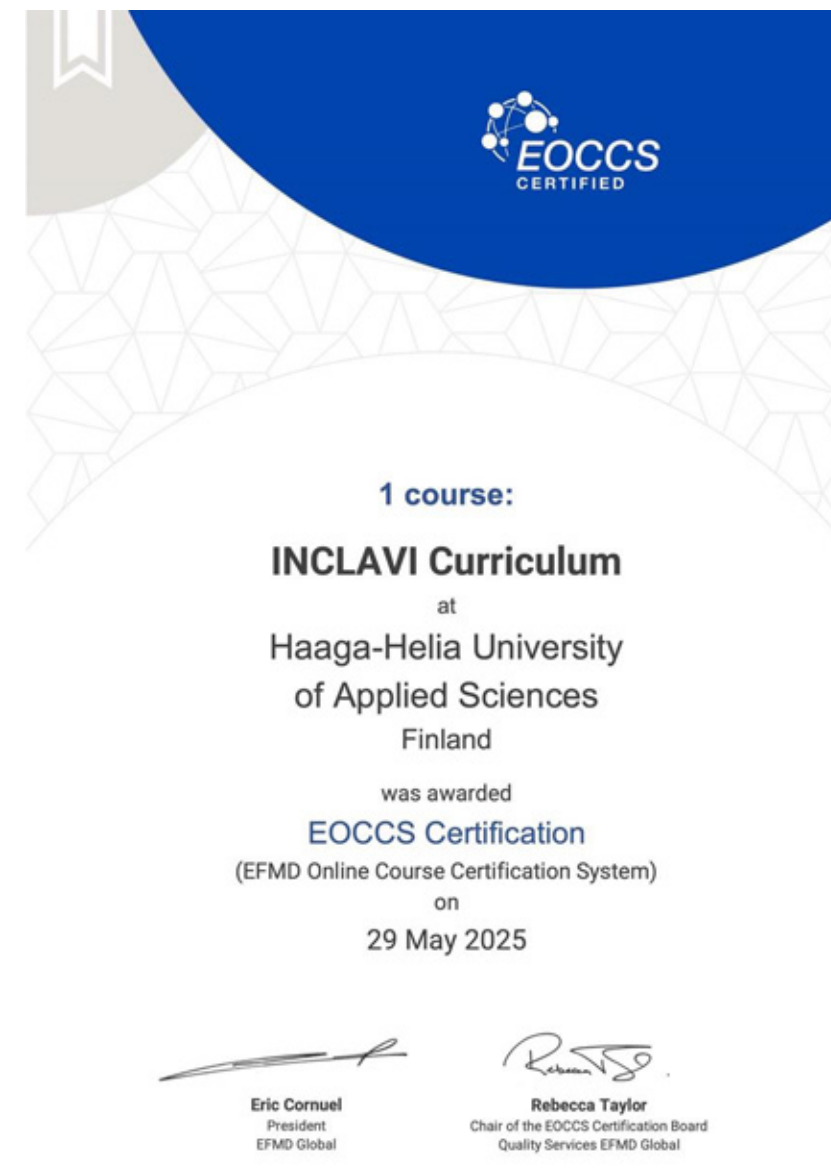


INCLAVI training is certified by

EFMD Global – EOCSTM Online Course Certification System.



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INCLAVI - Certified training and education on accessibility and inclusion for the aviation, airports and travel sectors.

The aim of this training is to ensure a positive customer experience throughout the journey.

This is achieved by anticipating and responding to the passenger's needs as far as possible in a polite and effective manner, while ensuring that correct procedures, as defined by regulatory requirements and company policies, are upheld.



03

Designing the INCLAVI Training Programme for managers, front-line staff, related aviation sector professionals and students

The INCLAVI Curriculum provides 40 short online training courses covering core subjects in sector-specific knowledge and customer service for Persons with Reduced Mobility (PRMs) and Persons with Disabilities (PwDs) when travelling by air.

INCLAVI Courses can be used as part of a taught curriculum in an educational setting or by independent learners for self-study.

Courses are offered online and free of charge. Trainers and teachers of CPD, HE or VET courses can direct learners to take the online courses and quizzes, supplementing these, if required, with face-to-face class teaching and assignments.



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04

Technology tools used in the learning experience

The INCLAVI Curriculum is offered on LearnDash, a powerful, flexible Learning Management System (LMS) built as a WordPress plugin, trusted internationally by universities, businesses, and solo instructors.

Designed for:



Learners - to access H-H and navigate the platform, take the courses and assessments, and receive a certificate



Teachers and Trainers - to access the specified courses for their students, manage the training and assessments, and view students' results

Visit this website to view the **DEMO** courses
<https://haagaheliaonline.fi/groups/inclavi-demo/>



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05

Meeting Aviation Regulatory Standards, with Quality Assurance and International Certification

The INCLAVI curriculum is committed to providing high quality, relevant, and impactful training for aviation professionals and students.

To achieve this, a robust system of quality assurance and certification is in place, ensuring that the training meets established educational standards and addresses the evolving needs of learners and the industry.

From September 2025, the INCLAVI Curriculum will be continuously updated for 3 years, keeping pace with changes in regulations, reflecting innovations and renewing the best practices emerging from leading players in the aviation sector.

Providing assurance for the highest quality training content.



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Customising Learning Paths to your Learners' Needs

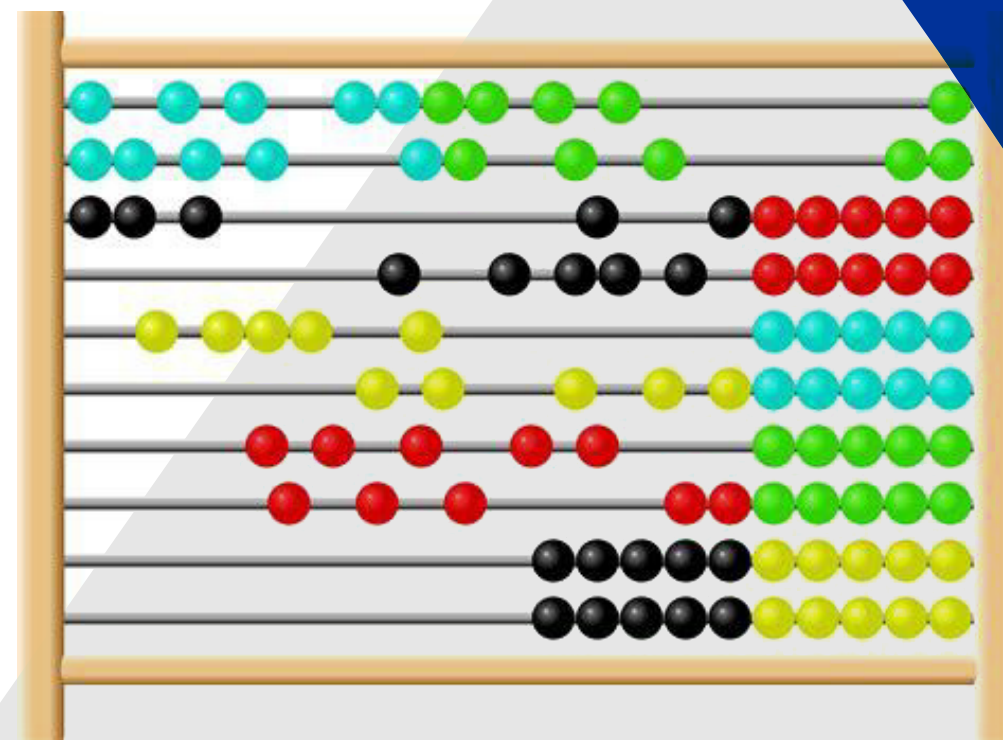
The INCLAVI Curriculum can be customised by educators and trainers by selecting groups of training courses appropriate to the required topics and learning needs, either for in-house CPD training or in education and vocational training settings.

Design your INCLAVI customised Learning Path by selecting from the 17 "Basic" and 23 "Passenger Journey Touchpoints" Courses.

Serving the training needs of:

Service personnel requiring knowledge of regulatory frameworks for PRM services and/or procedures for improving PRM service in their daily tasks;

Students in higher education, requiring basic instruction in: airline or airport sector organisation and management, service design, PRM assistance, airport design, application of information technologies, etc.



The 40 INCLAVI Courses: Basic Courses, 1-17 | Passenger Journey Touchpoints, 18-40

1 Understanding Air Travel Experience of Persons with Disabilities

2 EU Legal Framework -1

3 Legal Frameworks -2

4 Air Transport Accessibility Today

5 Accessibility Terminology

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 Passengers with Assistance and Service Dogs –General Requirements Related To Air Travel

12 Accessibility and Universal Design

13 United Nations Convention Approach and Effective Communication Interaction

14 Accessible Digital Information

15 Professional Roles in Air Travel Accessibility and Assistance Services

16 Personal Safety, Health and Security

17 Physical Communication Tools at Airport Terminals

18 Planning and Booking, Pre-flight Information

19 Local Transportation to/from the Airport

20 Orientation and Wayfinding in the Airport

21 PRM Assistant Service and Escorting Techniques

22 Accessible Toilets and ‘Changing Places’ Toilet

23 Security Check

24 Passport Control and E-passport Control

25 Desk Services

26 Airport Commercial Facilities

27 Specific-use Facilities at Airport Terminals

28 Airport Emergency Evacuation

29 Boarding Procedures at the Gate

30 Introduction to Mobility Aids

31 Handling and Care of Disability Equipment

32 Aircraft Boarding Procedures

33 Onboard Procedures for PRMs and PwDs

34 Onboard Safety-Briefings, Emergency Evacuation

35 In-flight Entertainment (IFE) and Digital Devices

36 Disembarkation and PRM Assistance Requirements

37 Passenger Reconciliation with Mobility Aids Mishandling Procedures

38 Exiting the Airport and Onward Transport

39 Passenger Feedback

40 Passenger Complaints Resolution

Examples of Customised Learning Paths:

1). Training for front-line staff at Istanbul Airport INCLAVI

The following courses are indicated as being suitable for various staff roles in ground-handling and PRM assistance at Istanbul Airport:

- Course 1: Understanding Air Travel Experience of Persons with Disabilities
- Course 6: People with Visual Impairments - general requirements related to air travel
- Course 7: People with Hearing Impairments - general requirements related to air travel
- Course 8: People with Physical Impairments - general requirements related to air travel
- Course 9: People with Cognitive Impairments - general requirements related to air travel

- Course 10: People with Other Specific Access Requirements Related to Air Travel
- Course 11: Passengers with Assistance Dogs - general requirements related to air travel
- Course 13: United Nations Convention approach and Effective Communication Interaction
- Course 23: Security Check
- Course 25: Desk Services
- Course 28: Airport Emergency Evacuation
- Course 31: Handling and Care of Disability Equipment



Istanbul Airport



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Examples of Customised Learning Paths:

2). Student education on regulations related to PRM services in airports and access requirements of PRMs and PWDs

The following courses are indicated as being suitable for students in vocational education and training offered by VET and Higher Education institutions:

- Course 1: Understanding Air Travel Experience of Persons with Disabilities
- Course 2: EU Legal Framework - 1 (European Union)
- Course 3: Legal Frameworks - 2 (Canada, USA and Turkey)
- Course 4: Air Transport Accessibility Today
- Course 5: Accessibility Terminology
- Course 6 People with Visual Impairments – General Requirements Related To Air Travel
- Course 7 People with Hearing Impairments – General Requirements Related To Air Travel
- Course 8 People with Physical Impairments – General Requirements Related to Air Travel
- Course 9 People with Cognitive Impairments – General Requirements Related To Air Travel
- Course 10 People with Other Specific Access Requirements Related to Air Travel
- Course 11: Passengers with Assistance Dogs - General Requirements Related to Air Travel
- Course 13: United Nations Convention Approach and Effective Communication Interaction



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Examples of Customised Learning Paths:

3). Training courses about PRM services onboard aircraft

The following courses are indicated as being suitable for **all cabin crew** in relation to serving passengers with reduced mobility and passengers with disabilities:

- Course 30 Introduction to Mobility Aids
- Course 31 Handling and Care of Disability Equipment
- Course 32 Aircraft Boarding Procedures
- Course 33 Onboard Procedures for PRMs and PwDs
- Course 34 Onboard Safety-Briefings, Emergency Evacuation
- Course 35 In-flight Entertainment (IFE) and Digital Devices
- Course 36 Disembarkation and PRM Assistance Requirements
- Course 37 Passenger Reconciliation with Mobility Aids Mishandling Procedures



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07

Onboarding, Learner Assessment and Results

- 1. Create a free account here: Register on Haaga-Helia Online
We recommend using **Google Chrome** for the best user experience

After logging in, navigate to **My Account > My Courses**

Select your module(s) and begin learning at your own pace

- 2. On completion of each course, take the Self-Assessment Quiz and – when you achieve a “Pass” grade – download your EOCCS-Haaga-Helia Course Certificate.
- 3. Teachers and Trainers can engage with their students through the platform “Chat” function and can have access to their students’ results, by arrangement with H-H Online



Group Courses

[Expand All](#)

- ☐ 1. Understanding the Air Travel Experience of Persons with Disabilities [▼](#)
- ☒ 2. Legal Frameworks and Regulations: (Part 1) **IN PROGRESS** [▼](#)
- ☐ 3. Legal Frameworks and Regulations: (Part 2) [▼](#)
- ☐ 4. Air Transport Accessibility Today [▼](#)
- ☒ 5. Accessibility Terminology **IN PROGRESS** [▼](#)



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INCLAVI – Inclusive Aviation

Training 40 internationally certified courses for careers in the aviation, airports and travel sectors

For more information, contact our team at:

Email: **training@inclavi.eu**

Web: **<https://www.inclavi.eu/>**

INCLAVI DEMO Courses:

<https://haagaheliaonline.fi/groups/inclavi-demo/>



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INCLAVI Consortium, 2025



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