

Regulation (EU) No. 1177/2010 concerning the rights of passengers when travelling by sea and inland waterways

Guidance Note N° 1

Training Requirements

1. Under the provisions of the EU Maritime Passenger Rights Regulation (the EU Regulation)¹, carriers and, where appropriate, terminal operators, are responsible for ensuring that there are in place disability-related training procedures and instruction for their personnel.

2. Such training and instruction falls into two main categories:

1. Disability-awareness training and instruction which should include, at least, the following aspects:

- awareness of and appropriate responses to passengers with physical, sensory (hearing and visual), hidden or learning disabilities, including how to distinguish between the different abilities of persons whose mobility, orientation or communication may be reduced,
- barriers faced by disabled persons and persons with reduced mobility, including attitudinal, environmental/physical and organisational barriers,
- recognised assistance dogs, including the role and the needs of an assistance dog,
- dealing with unexpected occurrences,
- interpersonal skills and methods of communication with people with hearing impairments, visual impairments or speech impairments and people with a learning disability,
- general awareness of IMO guidelines relating to the Recommendation on the design and operation of passenger ships to respond to elderly and disabled persons' needs.

2. Disability-assistance training and instruction which should include, at least, the following aspects:

- how to help wheelchair users make transfers into and out of a wheelchair,
- skills for providing assistance to disabled persons and persons with reduced mobility travelling with a recognised assistance dog, including the role and the needs of those dogs,

¹ Article 14 – see annex to this guidance note.

- techniques for escorting passengers with visual impairments and for the handling and carriage of recognised assistance dogs;
- an understanding of the types of equipment which can assist disabled persons and persons with reduced mobility and a knowledge of how to carefully handle such equipment;
- the use of boarding and deboarding assistance equipment used and knowledge of the appropriate boarding and deboarding assistance procedures that safeguard the safety and dignity of disabled persons and persons with reduced mobility;
- understanding of the need for reliable and professional assistance. Also awareness of the potential of certain disabled persons and persons with reduced mobility to experience feelings of vulnerability during travel because of their dependence on the assistance provided,
- a knowledge of first aid².

3. Disability-awareness training by itself will be sufficient for those staff who are responsible for taking bookings and selling tickets or for passenger embarkation or disembarkation.

4. Disability awareness and assistance training and instruction should be provided to all staff who provide direct assistance to disabled persons and persons with reduced mobility.

5. It will be necessary for all personnel, once trained, to maintain their competencies through, for example, further instruction or refresher training, as appropriate.

6. In order to meet their legal obligations to ensure that training and instructions are adequately provided for, carriers and terminal operators should ensure that an appropriate training procedure is in place.

7. Many operators already provide such training and have done so for several years. The task for operators, therefore, is to ensure that their existing training programme covers all the points set out in the EU Regulation and, where they identify any shortfalls, to supplement / extend their training programme accordingly.

8. The Department for Transport does not accredit or recommend any particular training provider, and will leave such matters to each carrier and terminal operator to put in place its own training programme that meets the minimum requirements set out in this EU Regulation.

9. Carriers engaged in international activities may also find it beneficial to work with organisations that can provide training in languages other than English.

² Carriers may consider first aid training as part of any wider training programme for passenger assistance. First aid should not be considered solely as part of disability assistance training.

Annex A

Training and Instructions (Article 14)

Where appropriate, terminal operators shall establish disability-related training procedures, including instructions, and ensure that:

- a) their personnel, including those employed by any other performing party, providing direct assistance to disabled persons and persons with reduced mobility are trained or instructed as described in Annex IV, Parts A and B;
- b) their personnel who are otherwise responsible for the reservation and selling of tickets or embarkation and disembarkation, including those employed by any other performing party, are trained or instructed as described in Annex IV, Part A; and
- c) the categories of personnel referred to in points a) and b) maintain their competences, for example through instructions or refresher training courses when appropriate.

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