

Partnership leads to certification of charity's national PRM training programme

2 years ago



Integrated service provider [ABM](#) has announced a ground-breaking collaboration with Disability Rights UK (DRUK) to develop and certify new induction materials for its persons with reduced mobility (PRM) team members.

Building on a pilot partnership for the company's operation at Heathrow, the new national certification by DRUK – the pan-disability charity representing the needs and expectations of disabled people in the UK – ensures the company's team members have world-class training which puts passengers with assistance needs front and centre.

The training materials, including a module on supporting NHS patients traveling to mainland UK for treatment, have been created in partnership with NHS Grampian and Manx Cares and were successfully launched in February. A key element is video content which offers insight into the lived experiences of passengers with different conditions, fostering empathy and understanding.

As part of the company's commitment to the passengers it serves, it has offered to share video content with its airport partners, allowing them to incorporate these valuable resources into their own induction courses, thus enhancing the inclusivity of services industry-wide.

Now DRUK certified, the training will be implemented across all of the company's PRM sites, marking a significant step in the introduction of a robust quality assurance programme. This programme will not only incorporate peer-to-peer auditing but also introduce a 'learner retention' evaluation to assess the quality and relevance of the materials.

Head of assisted services Samantha Saunders said: "We are thrilled to collaborate with Disability Rights UK

and other esteemed partners to enhance our training materials for PRM team members. We are the only PRM supplier with DRUK certification; reaffirming our commitment to inclusivity and quality in the services we provide.”

Disability Rights UK business development manager Antony Stevens said: “It has been a pleasure partnering with ABM. What we like about ABM’s approach is that it’s not just about getting a stamp of approval; instead there is real commitment to an iterative process of co-producing materials with a user-led organisation.”