



# Aviation Access Certification Proposal



# Aviation Access Certification Program

---

## Executive Summary

Open Doors Organization is pleased to offer a proposal for its **Aviation Access Certification Program**.

Wheelchair service employees who take this program will attain certification as highly qualified and trained professionals. As certified professionals, they will help wheelchair service provider companies achieve higher customer satisfaction through proper understanding of safe and courteous wheelchair assistance. After successfully completing the program, they will be entitled to wear a patch or pin, as the company prefers, to indicate their status as a **Certified Access Provider**.

The overall objectives of the Aviation Access Certification Program are to:

- Train to provide high quality customer service
- Utilize the human element of customers with disabilities in training
- Emphasis safety as a key tenet
- Minimize out of service training time
- Minimize additional training hours and costs.

The Certification Program is made up of 6 modules:

- Laws Governing Airlines & Airports
- Introduction to Disability and Aging
- Disability Etiquette and Customer Service Skills
- Service Delivery – Step by Step
- Mobility Aids, Transfers and Safety
- Difficult Situations and Resolving Complaints.

This full-day program was developed by people with disabilities and professionals from the aviation industry and includes video clips of individuals with a variety of disabilities. It is designed to replace most of the training currently provided to employees.

# Aviation Access Certification Program

---

## Background

### Certification

Certification of specialized skill-sets affirms a knowledge and experience base for practitioners in a particular field, their employers, and the general public. Certification represents a declaration of someone's professional competence. In some professions, certification is a requirement for employment or practice; doctors, mechanics, accountants, and professionals of all kinds are all required to go through a certification process of some kind. In most cases, certification enhances someone's employability and career advancement.

Many organizations in today's competitive and challenging economy have recognized their workforce as their most valuable asset. Employers appreciate the following benefits of certification:

- Recognize the establishment of a professional standard for individuals in a particular field
- Make well-informed hiring decisions based on these professional standards
- Experience a more productive, highly-trained workforce

### Open Doors Organization

Open Doors Organization (ODO), a 501(c)(3) non-profit organization based in Chicago, Illinois, was founded in 2000 for the purpose of creating a society in which all persons with disabilities have the same consumer opportunities as everyone else. ODO aspires to teach businesses how to succeed in the disability market, while simultaneously empowering the disability community.

In America today, marketing toward people with disabilities is hindered by myths and misconceptions. Through comprehensive research, training, and guidance in marketing strategies, ADA compliance and customer service, ODO gives large corporations and small businesses alike the tools they need to reach and serve the disability market.

ODO has previously partnered successfully with wheelchair service providers and airlines to measurably improve the quality of their services for their customers with disabilities. ODO is uniquely qualified to offer the industry's first-ever wheelchair service professional certification program.

## Situation

Wheelchair service providers are challenged by a lack of highly qualified and trained employees, complicated by high turnover and on-going negative complaints from clients and customers. While training programs do exist, they lack consistency across the industry and do not always include people with disabilities.

# Aviation Access Certification Program

---

## Solution

A certification program offered by Open Doors Organization will address these needs and challenges in a cost-effective manner. This program, based on airline client and customer needs, will largely replace as well as enhance the training that wheelchair service providers already participate in today. As mentioned, certification will be recognized and valued by clients and customers.

## Approach

### LICENSING AGREEMENT

Open Doors Organization will license its Aviation Access Certification Program to the client.

Clients will sign an agreement with ODO that it will implement the Aviation Access Certification Program according to the terms outlined in the Licensing Agreement.

There are two phases of the Program: 1) Initial Certification and 2) Recurrent Certification.

### INITIAL CERTIFICATION

Initial training must be successfully completed before certification is issued.

#### Train the Trainer Program

Open Doors Organization will provide a Train the Trainer class to enable client trainers to deliver the Initial Certification Program effectively to its wheelchair pushers. This class will consist of one and a half days of classroom training, provided at designated locations around the U.S. During the first day, 2 trainers from ODO will deliver the certification program to demonstrate how the training should be conducted and administer the final assessment, thereby certifying trainers under the program. On the second day, the trainers will review the program and answer questions; demonstrate activities and exercises; review class materials for trainers and students; and review administrative procedures.

Class materials: 3-ring binder with a 112-page Facilitator Guide, Resource Guide and Handouts; DVD of PowerPoint presentations, videos and class documents; Spiral-bound 50-page Trainee Activity Guide; Final Assessment; Class Evaluation.

#### Certification Program

Client trainers will deliver the certification program to designated employees. Initial Certification classes will be six and a half hours of classroom training.

Class materials: Spiral-bound 50-page Trainee Activity Guide; Final Assessment; Class Evaluation.

# Aviation Access Certification Program

---

Clients agree to submit training records for employees who successfully complete the initial certification program to Open Doors Organization. ODO will maintain a database of training records and issue the certificates.

## RECURRENT CERTIFICATION—TRAINERS

Recurrent training for trainers must be completed annually and will take the form of a webinar.

## RECURRENT CERTIFICATION—TRAINEES

Recurrent training must be completed every 2 years to maintain certification.

### Train the Trainer Program

Open Doors Organization will provide a Train the Trainer class to enable client trainers to deliver the Recurrent Certification Program effectively to its employees. This class will be two hours of classroom training.

### Certification Program

Client trainers will deliver the certification program to designated employees. Recurrent Certification classes will be one hour classroom training.

Clients agree to submit training records for employees who successfully complete the recurrent certification program to Open Doors Organization. ODO will maintain a database of training records and issue the certificates.

## **Price Proposal**

We offer the Aviation Access Certification Program pricing upon request. Various pricing proposals can be developed based on individual client needs. The Certification Program can be used “off the shelf” or can be customized to the client’s specific needs for an additional fee.