



13.10.2023

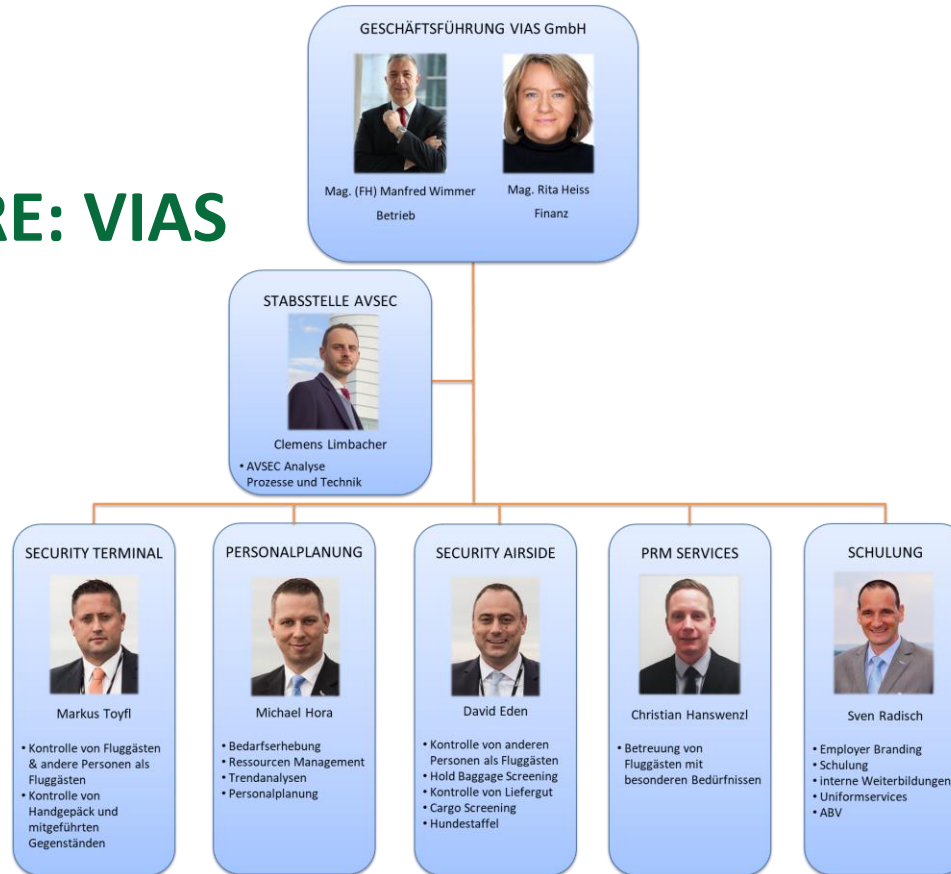
PRM-ASSISTANCE AT THE VIENNA AIRPORT

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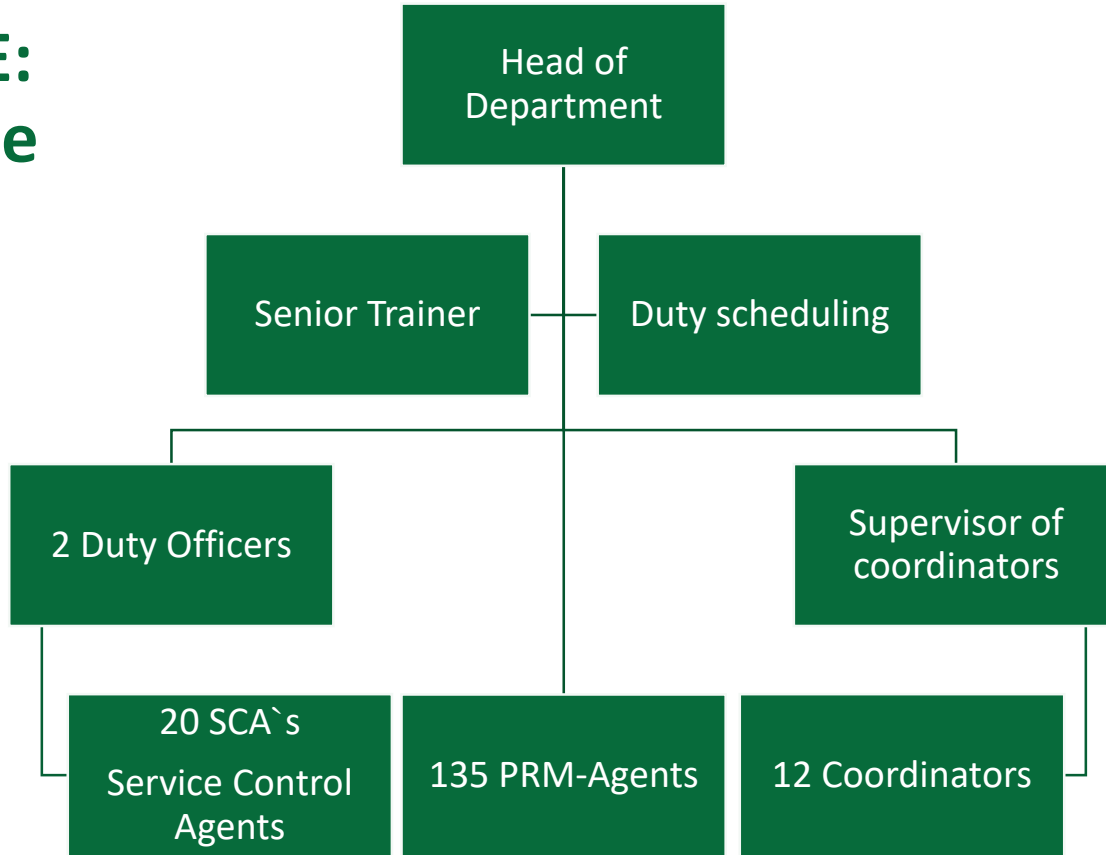
- **Management structure of VIAS**
- **Structure of the PRM-Service**
- **Positions & Tasks**
- **Facts & Figures**
- **Equipment**
- **Recruiting of new PRM-Agents**
- **Training of the PRM-Agents**
- **PRM-Course structure**
- **Additional qualifications**
- **Further training/education**
- **Certification and recertification**
- **Refresher-Training**



STRUCTURE: VIAS



STRUCTURE: PRM-Service



POSITIONS & TASKS

Head of Department

- Supervision of compliance with legislation (EUR 1107/2006, US Air Access Carrier Act, ECAC...)
- Process optimisation in handling
- Analysis and evaluation of key figures
- Control of resource deployment
- Budget planning
- Complaints management
- Staff management: Duty Officer/Supervisor COO/Coordinators
- Contact person for: Airlines-Station-Manager, GREKO, SIKO, SOC, TOC, Terminal Manager and the executive management body (FWAG)

POSITIONS & TASKS

Duty Officers

- **Technical and personal leadership of the employees (approx. 70)**
- **Operational process responsibility and optimization**
- **Responsibility for qualification of the employee pool**
- **Conducting active and structured appraisals**
- **Staff training and follow-up training**
- **Handling of complaints and grievances**
- **Quality control during daily business**
- **Liaison between department management and duty scheduling**
- **Attendance at QC of FWAG, airlines or audits by the NEB`s**

POSITIONS & TASKS

Duty Scheduling

- Duty roster creation
- Processing of holidays
- Processing of sick leave
- Personnel planning PRM-Service
- Daily planning PRM-Service
- Contact person for: Personnel Planning VIAS, Head of Department PRM-Service, Duty Officer, Supervisor Coordinators, Senior Trainer

POSITIONS & TASKS

Supervisor of Coordinators

- Operational responsibility for the coordinators
- Training of the coordinators
- Liaison between coordinators and department management
- Responsible for the disposition tool
- Development and maintenance of the scheduling tool
- Analysis of staffing needs based on need
- Development and maintenance of training materials for coordinators
- Evaluation of delays and their reasons

POSITIONS & TASKS

Coordinators

- Operational control of staff (presence, equipment...)
- Operational planning of staff with the "Work-bridge" scheduling tool
- Dispatching of staff via "Work-bridge", radio and telephone
- Operational planning of the vehicle fleet (buses and ambulifts, golf carts and e-wheelchairs)
- Interface to other operational departments: Terminal Operation Centre (TOC), Aviation Security (AS), Hub Control Centre of the airlines (HCC) as well as to Ramp Agents, Terminal Agents and Gate Agents
- Operational contact person/point of contact

POSITIONS & TASKS

Senior Trainer

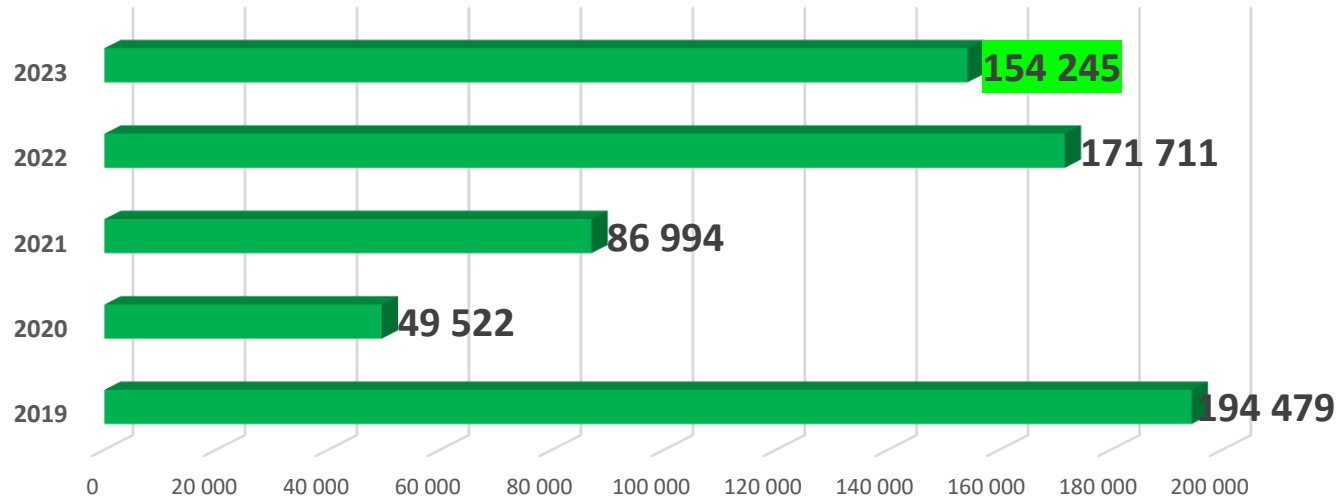
- Holding basic courses
- Holding refresher courses
- Annual planning of training-courses
- Examination acceptance and support
- Preparation and maintenance of course documentation
- Responsibility for knowledge management
- Support in legal matters relating to the PRM-Service
- Quality control in day-to-day operations
- Liaison with SCA's and trainers of the PRM service
- Liaison with VIAS-SCHUAK ("Schulungsakademie")

POSITIONS & TASKS

Service-Control-Agents (SCA`s)

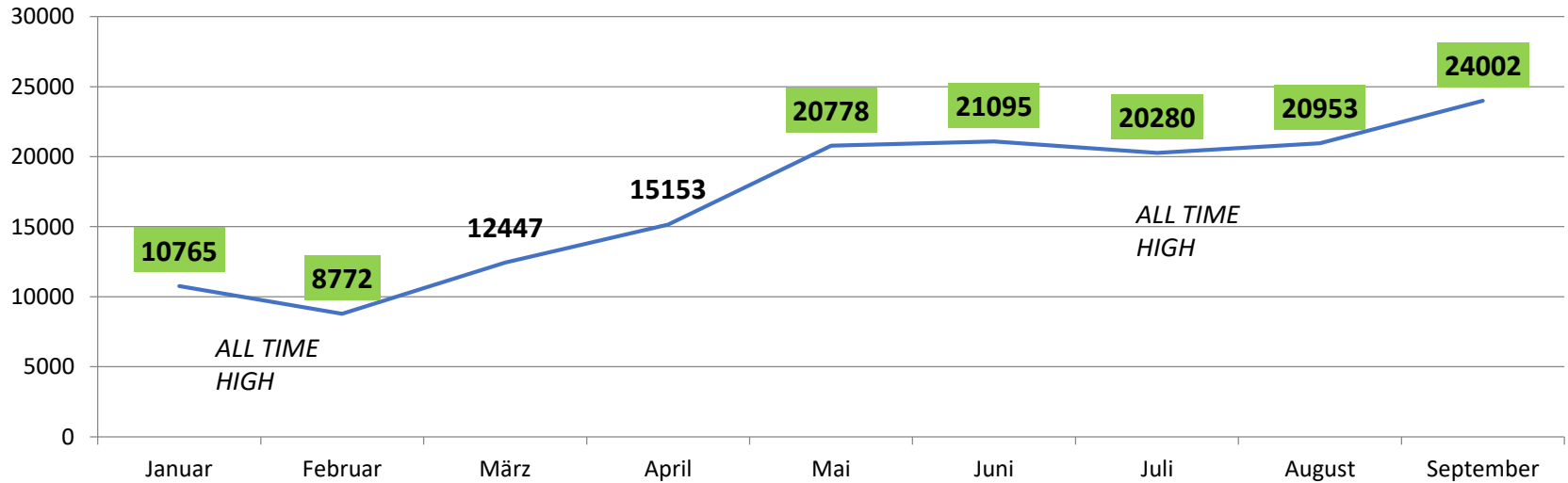
- **Trainer for trainee PRM-Agents**
- **Trainer for refresher training (practice)**
- **Direct supervisors of PRM-Agents**
- **Briefing and debriefing of PRM-Agents on process issues**
- **Process responsibility for assigned work areas**
- **First point of contact on site for PRM complaints and claims**
- **Takeover of business-critical processes**
- **Control and support of PRM-Agents in day-to-day operations**

FACTS & FIGURES



➤ **2023 we expect 200.000 PRM**

FACTS & FIGURES



PRM-SERVICE EQUIPMENT

Terminal:

- **WCMP: Wheelchairs manual powered**
- **Electric wheelchairs**
- **Club cars**



PRM-SERVICE EQUIPMENT

Apron:

- **ABULIFTS:**
- **Total number of 7**
- **PRM BUSES:**
- **Total number of 16**



RECRUITING OF THE PRM AGENTS

SEARCHING FOR NEW EMPLOYEES

- **Vacancy announcements:**
- **Placed on certain job markets with social-skilled background**
 - ✓ Cooperating emergency services (e.g., red cross)
 - ✓ Socio-educational universities (teaching, social worker, etc.)
- **Employee Selection in cooperation with:**
 - ✓ Recruiting department of the airport
 - ✓ Duty Officer of the PRM-Service
- **Personal interviews**
- **Candidates get informed about activities and duties of a PRM agent**



TRAINING OF THE PRM AGENTS

REQUIREMENTS FOR NEW EMPLOYEES

- Reliability
- Stress resistance
- High physical ability
- Empathy for people in need
- Self organise ability
- Willingness to learn and develop
- Communication skills
- English and other languages
- Preference will be given to applicants from aid organisations (rescue services, “Zivildienst” etc.)



TRAINING OF THE PRM AGENTS

THE TRAINER TEAM

- **One Senior-Trainer** (ECAC certified)
- **Two Duty-Officers** (ECAC certified)
- **20 SCA's (Service-Control-Agents)**
- **Senior trainer trains in basic course**
(duty officers in redundancy)
- **The SCA's train in practice**
- **(TOJ: Training on the Job) until „fit to work“**
- **After the TOJ phase, the PRM agents**
receive a clearance by the SCA's



TRAINING OF THE PRM AGENTS

PRM-COURSE: Structure

- Duration: four weeks
- Monday to Friday (8 hours per day)
- Mix of theory and practice
- Intermediate test at the end of the second week
- Final theory test after the third week
- TOJ-phase (Training on Job) of at least one week
- Release as PRM agent by an SCA (trainer)
- TOJ-phase can be extended



TRAINING OF THE PRM AGENTS

PRM-COURSE: Content

- Disability Awareness
- Legislation
- Kinetics of lifting
- First aid (from an external provider)
- Equipment training
- Process theory
- Job related exercises
- Local knowledge/guidance



TRAINING OF THE PRM AGENTS

DISABILITY AWARENESS: Content

- Disability awareness basics
- Facts & Figures
- Disability/impairment principles
- Terms & Wording
- Types of disabilities/impairments
- Invisible disabilities
- Interaction with disabilities
- GERT (gerontological simulator)



TRAINING OF THE PRM AGENTS

LEGISLATION: Content

- EU-Regulation 1107/2006
- Interpretative Guidelines 1107/2006 SWD
- ECAC Doc 30, Part 1, Section 5 (Annexes A-L)
- US Air-Carrier-Access-Act (ACAA), 14 CFR Part 382
- ICAO Doc 9984 „Manual on Access to Air Transport by Persons with Disabilities“



TRAINING OF THE PRM AGENTS

THE CONTRACTS

- All contracts are on fixed-term
- First month is a trial month
- The fixed-term contract ends after six months and becomes a fixed contract
- From there on: Possibilities for further development



TRAINING OF THE PRM AGENTS

FURTHER DEVELOPMENT/QUALIFICATIONS

- **GOLFCART QUALIFICATION:**
- **Allows driving the various golf carts to carry PRM in the terminal/pier-areas**
- **PRE-BOARDING QUALIFICATION:**
- **Agents learn to master the special challenges of various airlines and destinations**



TRAINING OF THE PRM AGENTS

FURTHER DEVELOPMENT (6M)

- **BUS-AGENT TRAINING:**
- Allows you to drive the various PRM buses on the apron (Apron driving licence mandatory/FS Group B and driving experience required)
- **AMBULIFT-AGENT TRAINING:**
- Enables driving with the various PRM-ambulifts on the apron (Only as required, cadre approx. 20 ambulift-drivers)
- Only bus drivers without offences are admitted
- **SCA TRAINING:**
- Enables to work as SCA and trainer at PRM-service (Only as required, cadre approx. 20 SCAs)



TRAINING OF THE PRM AGENTS

FURTHER DEVELOPMENT (12M)

- **TRAINING FOR COORDINATOR:**
- To be advertised when staffing is required (20 Coordinators)
- **TRAINING FOR SV-COORDINATOR:**
- To be advertised when staffing is required (One SV KOO)
- **DUTY OFFICER TRAINING:**
- To be advertised when staffing is required (Two Duty Officers)
- **SENIOR TRAINER TRAINING:**
- To be advertised when staffing is required (One Senior Trainer)



CERTIFICATION AND RECERTIFICATION

RECERTIFICATION

- Each PRM agent receives a certification
- Validity one year
- Recertification is repeated annually
- Duration of recertification: 1 day/eight hours
- Annually in November/December
- Theory/practice mix
- Topics depending on demand
- Final test is mandatory



REFRESHER TRAINING

REFRESHER COURSES

- As soon as grievances become apparent
- In the event of process changes
- If possible, directly on site by SCA's
- If necessary: SCHUAK of VIAS (Senior Trainer)
- Repetitive GERT training
- Training records shall be kept at least for the duration of the employment contract



THANK YOU FOR YOUR ATTENTION

