

**UNIVERSAL ACCESS (UA) TRAINING COURSE FOR IPTN UNIT- AND VOC STAFF ON IPTN PROGRAMMES**

| <b>TRAINING MODULE</b> | <b>UNIT STANDARD DESCRIPTION</b>                   |
|------------------------|--|
| Module 1               | The basics of Universal Access                     |
| Module 2               | Read and understand the passenger's behaviour      |
| Module 3               | Understand and manage the passenger's expectations |
| Module 4               | Passengers with Special Categories of Need         |