

Glasgow Prestwick Airport employees train in British Sign Language to improve passenger assistance

To help improve the airport experience for passengers and visitors who are hearing impaired, twelve members of the Passenger Handling and Security teams received introductory training in British Sign Language (BSL).

Over the course of a five week training programme the trainees who had no prior sign language experience started off with the basics and progressed at a good rate. By the end of the training they were able to communicate competently and can now respond to a variety of questions.

With only limited numbers available and demand high, the select few who attended enjoyed learning a wide range of signs. Focusing on travel related communication the trainees learned how to interact with questions regarding airport facilities, airline questioning and also can assist any BSL user with public transport related enquiries.

Roddy McLeod, Glasgow Prestwick's Passenger Handling Supervisor said;

"As part of the airports commitment to improving hidden disabilities awareness the opportunity to learn BSL was one that I did not want to miss out on."

"The training we received was tailored specifically to incorporate the typical types of questions and conversations that we have with our passengers and visitors here at the airport. With all the positive feedback from the trainees we are now looking to run another course for more staff to attend the training."

"On behalf of the airport I'd like to thank our trainer Elizabeth Lafferty for all her help and patience whilst delivering the course. It was a thoroughly enjoyable experience and I look forward to putting my new BSL skills into practice."

