**Date issued:** 14th of December 2023

**Freedom of Information Request** 257/23

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**YOU ASKED US…**

**Can you send me a copy of the training that your station staff receive in boarding a disabled person.**

**RESPONSE**

Please see the Key Learning Points from our A&I training for both Stations and Conductors:

* To understand the term disability and explore how it covers a wide range of different people with different impairments, which may or may not affect the way they travel by train.
* To explore the Equality Act 2010 and how it prohibits discrimination against people with specified protected characteristics, one of which is disability, and the Act’s requirements for ‘reasonable adjustments’.
* To introduce the various definitions of disability and appropriate terminology (including the Equality Act 2010 definition and the social model) to help identify disabled people (and others that may need assistance) and to be able to use appropriate language.
* To explore physical and non-physical impairments to enable you to assess individual needs and provide appropriate assistance.
* To introduce you to the regulations that are relevant within the railway industry and explore some of the actions that licensees are required to take and how this may impact on your job roles.
* To examine the Passenger Assist process and how it works for disabled passengers and how you play an important part in delivering the service.
* Explore the concept of respect and dignity and why it is important to treat disabled people with patience, optimism, and a willingness to find a way to communicate.

Furthermore, this training is delivered to over 1000 TfW and related staff and is in effect a requirement of the rail licensing agree as provided by the Office of Road and Rail.

In relation to the remainder of your request –

**I want to know the reason I was ejected from the train and the station - I would like to know why all the doors to the train opened letting on passengers but I was prevented getting on the train at my door and the fact the other passengers were able to sit in the seats near my door.**

I’m afraid this is not a request for recorded information and so is not a valid FOI request.

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or freedomofinformation@tfw.wales. Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".