
Chapter 4

Curriculum Preparation and Training

In response to The Ministry of Transport's strategy for developing facilities in the transport sector for persons with disabilities and older persons (2016-2035) in terms of personnel training on facilitation and services for persons with disabilities and older persons and basic knowledge about them, it was proposed to organize training and create necessary knowledge to personnel and officials concerned. Following the above strategy, the following two training courses are developed:

- Training on Design, Audit, Assessment, Facility Management and Service Provision to Persons with Disabilities and Older Persons
(Inclusive Transport Training for Auditor : ITTA) for people responsible for designing and providing facilities for persons with disabilities and older persons in transport service places
- Training on Service Skills for Persons with Disabilities and Older Persons
(Inclusive Transport Training for Service : ITTS) for officials who provide services and assistance to persons with disabilities and older persons in transport service places

4.1 Training on Design, Audit, Assessment, Facility Management and Service Provision to Persons with Disabilities and Older Persons (Inclusive Transport Training for Auditor : ITTA)

It was arranged to develop personnel in charge of the design, audit and assessment, facility management and service provision for persons with disabilities and older persons so that participants have understanding of disabilities and ageing conditions as well as sufficient knowledge for designing, auditing and assessing buildings and vehicles to accommodate all people, especially persons with disabilities and older persons in compliance with the principle and relevant laws. The content is shown in Table 4.1 – 1.

Table 4.1 – 1 Content and Training Period of the ITTA Course

No	Topic/detail	No of hours
1	Laws and policies relating to transport for persons with disabilities and older persons	1.50
2	Understanding of persons with disabilities and older persons	1.50
3	Universal Design	1.00
4	Provision of facilities and public transport in buildings and places for persons with disabilities and older persons	2.00
5	Assessment techniques and facility survey form	1.00
6	Provision of facilities and public transport in vehicles for persons with disabilities and older persons	3.00
7	Field trip	2.00
Total		12.00

4.1.1 First Batch of the ITTA

Components of the 1st batch of the ITTA comprise training guidelines, guest speakers, and training media and materials.

1) Training guideline

- Lecture was used to transfer the content of the course developed by experts and to let the participants ask questions and share their ideas in the course.
- Field trip technique was used to let the participants have real experience.

Figure 4.1.1 – 1 Field Trip Atmosphere



2) Guest speakers

The ITTA course was trained by qualified lecturers from educational institutions which provide teaching on engineering, architecture and empowerment of persons with disabilities and from professional councils and associations concerned. The honored speakers in the first batch of the ITTA included:

- Khun Sakchai Yuangtrakul, Former Vice President, Architect Council of Thailand
- Khun Chaiporn Phupharat, Council of Disable People of Thailand
- Khun Pensri Luangaramsri, Plan and Policy Analyst (OTP)
- Assoc. Prof. Dr. Somyot Kiatwanidvila, Project Manager
- Assoc. Prof. Dr. Uma Seeboonruang, Deputy Project Manager
- Dr. Dussadee Satirasetthavee, Deputy Project Manager
- Assoc. Prof. Supot Srinil, Transport Engineering Expert

Figure 4.1.1 – 2 ITTA’s Guest Speakers



3) Training media and materials

- Training on Design, Audit, Assessment, Facility Management and Service Provision for Persons with Disabilities and Older Persons
- Standards of facilities in vehicles for persons with disabilities and older persons
- Manual Providing Assistance for Persons Having Each Type of Disabilities and Older Persons for Agencies Providing Services in the Transport Sector
- Criteria and standards of infrastructure and facilities in public transport for persons with disabilities, children and older persons
- Checklist, drawings and route sketching equipment
- Measuring tapes, slope measuring devices and digital camera

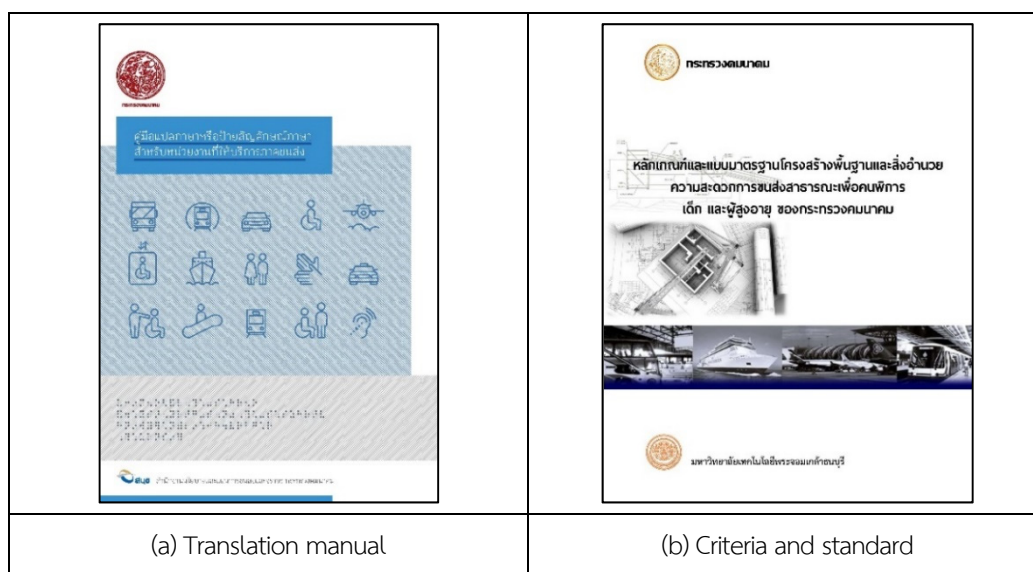
Figure 4.1.1 – 3 Main Documents for ITTA Course

	
(a) ITTA course	(b) Standards of facilities in vehicles for

Source: (a) ITTA course and training result, OTP, 2017

(b) Standards of facilities in vehicles for persons with disabilities and older persons, OTP, 2017

Figure 4.1.1 – 4 ITTA Documents



Source: (a) Translation Manual or Language Signs for Agencies Providing Services in the Transport Sector, OTP, 2015

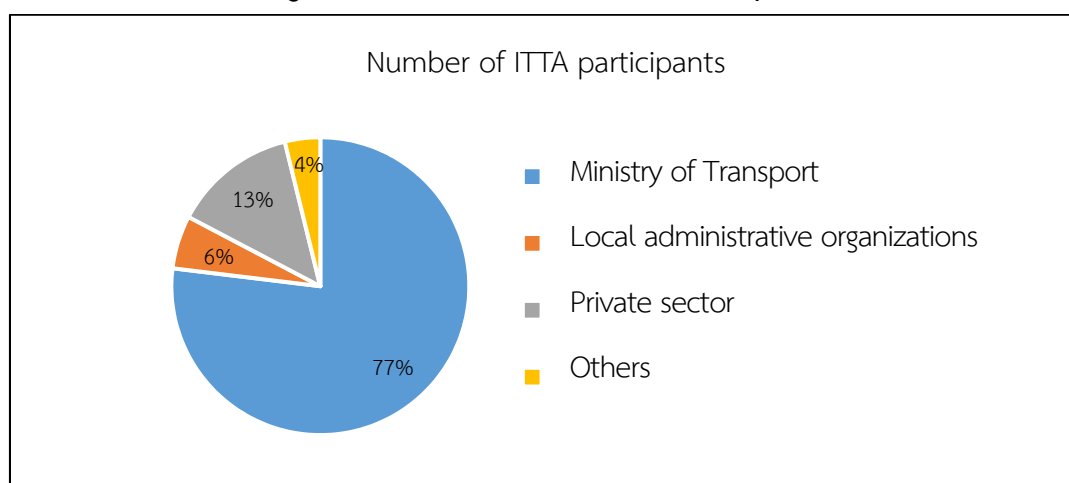
(b) Criteria and standards of infrastructure and facilities in public transport for persons with disabilities, children and older persons, the Ministry of Transport, 2016

4) Training, Target Groups and Participants

The first batch of ITTA was organized by the OTP from August 16 to 18, 2017 (three working days) at The Regent Cha Am Beach Resort, Phetchaburi Province with 52 participants as shown in Figure 4.1.1 – 5.

- 1) 40 participants under the Ministry of Transport
- 2) Three participants from local administrative organizations
- 3) Seven participants from the private sector
- 4) Two participants from relevant foundations and associations

Figure 4.1.1 – 5 Percent of ITTA Participants



5) Field trip

Field trip activities in the ITTA course include field operation skills at Cha-am railway station, Phetchaburi Province. The Office of Permanent Secretary's checklist of facilities and infrastructure in public transport for persons with disabilities, children and older persons was used by conducting an assessment based on the base survey specified by the project.

- Station master's base: Interview with officials at the service stations to get basic information about the access to facilities for persons with disabilities and older persons
- Structure and facility base: Survey and assessment of readiness of facilities and structures at the service stations
- Load test base: Testing of loads and slope of vehicles

Figure 4.1.1 – 6 Field Trip Activity at Cha-am Railway Station



4.1.2 Evaluation of Performance of Participants in the ITTA Course

As for performance evaluation of participants in the ITTA course, the evaluation methods used three questionnaires: pre-questionnaire, immediate post-questionnaire and one-year post-questionnaire with the following details:

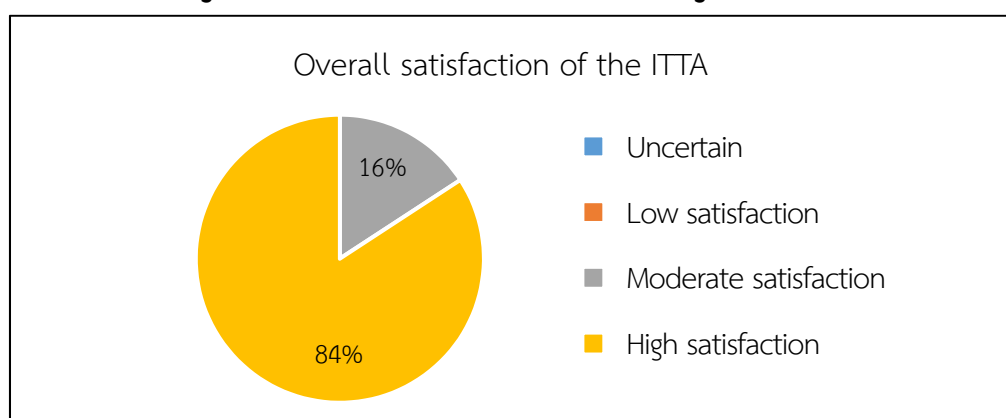
1) ITTA course questionnaire

- Questionnaire 1 asking participants before the training
- Questionnaire 2 asking participants immediately after the training
- Questionnaire 3 asking participants one year after the training

2) Overall training satisfaction

The overall satisfaction assessment indicated that the participants were very satisfied with the training (84%) and moderately satisfied (16%) as shown in Figure 4.1.2 – 1.

Figure 4.1.2 – 1 Result of Overall Training Evaluation



3) Additional suggestions from ITTA course questionnaire

During the first batch of the ITTA course, the participants gave additional comments and recommendations as follows:

- There should be additional field trips concerning design, audit and assessment of vehicles.
- There should be additional field trips concerning design, audit and assessment of buildings that meet the standard and are in the process of improvement.

- Participants should undergo the ITTS course prior to the ITTA course to have a clear understanding in the requirement in facilities.
- There should be more relationship building activities.

According to the ITTA evaluation, the result meets the target because the participants learn, change behaviors, and have more skills and confidence. The curriculum and training are suitable and the participants are very satisfied with the course. There are recommendations about training and development plans as well as training methods and further activities organized by the OTP.

4.2 Training on Service Skills for the Disabled and Elderly People (Inclusive Transport Training for Service: ITTS)

The 12-hour course was aimed at building good attitudes towards the persons with disabilities and older persons, creating a correct understanding of different types of these persons, and providing theoretical and practical (walk rally) service skills. The content of the course is shown in Table 4.2 – 1.

**Table 4.2 – 1 Content and Training Period of Service Skills Provided for
Persons with Disabilities and Older Persons**

No	Topic/detail	No. of hours
1	Laws and policies relating to transport for persons with disabilities and older persons	1.50
2	Understanding of persons with disabilities and older persons	1.50
3	Knowledge about persons with hearing disability and assistance	1.50
4	Knowledge about persons with visual disability and assistance	1.50
5	Knowledge about persons with physical disability and assistance	1.50
6	Knowledge about persons with mental, behavioral, intellectual, learning and autism disability, and assistance	1.50
7	Knowledge about ageing conditions and assistance	1.50
8	Walk rally activity	1.00
9	Curriculum assessment form	0.50
Total		12.00

4.2.1 First Batch of the ITTS

This course focuses on development and training of operation or service skills for officials.
The training plans are:

1) Training technique

- Lecture was used to pass on the content at the beginning. Then, information about persons with disabilities and older persons was given through the video to create correct understanding. Moreover, service skills for various types of disabilities with photos were exhibited. Finally, the participants had an opportunity to ask questions on their interest or on services.
- Coaching and role playing enabled the participants to gain knowledge and practice.

Figure 4.2.1 – 1 ITTS Atmosphere and Activity



2) Lecturers

The ITTS course was trained by qualified lecturers from educational institutions which provide teaching on engineering, architecture and empowerment of persons with disabilities and from professional councils and associations concerned. The honored speakers in the first batch of the ITTS included:

- Dr. Suksiri Danthanavanich, Hearing Disability Expert
- Nutchanard Todee, Visual Disability Expert
- Tidarat Nongthong, Physical Disability Expert
- Asst. Prof. Dr. Adam Neelapaijit, Intellectual, Mental, Behavioral, Learning and Autism Disability Expert
- Assoc. Prof. Capt. Dr. Siriphan Sasat, Ageing Expert
- Tam Jatunam, Legal and Disability Rights Expert

Figure 4.2.1 – 2 ITTS Guest Speakers



3) Training media and materials

Media and materials for the ITTS course are required as shown in Figure 4.2.1 – 3 with the following details:

- Training course on service skills provided for persons with disabilities and older persons
- Manual providing assistance and facilitating persons with disabilities and older persons for agencies in the transport sector
- Video about assistance to persons with disabilities
- Impairment simulator such as blindfolder, white cane, wheelchair, sandbag, earmuff, etc.

Figure 4.2.1 – 3 ITTS Documents



Source: (a) Training course on service skills provided for persons with disabilities and older persons, OTP, 2017

(b) Manual Providing Assistance for Persons with Disabilities and Older Persons for Agencies in the Transport Sector, OTP, 2015

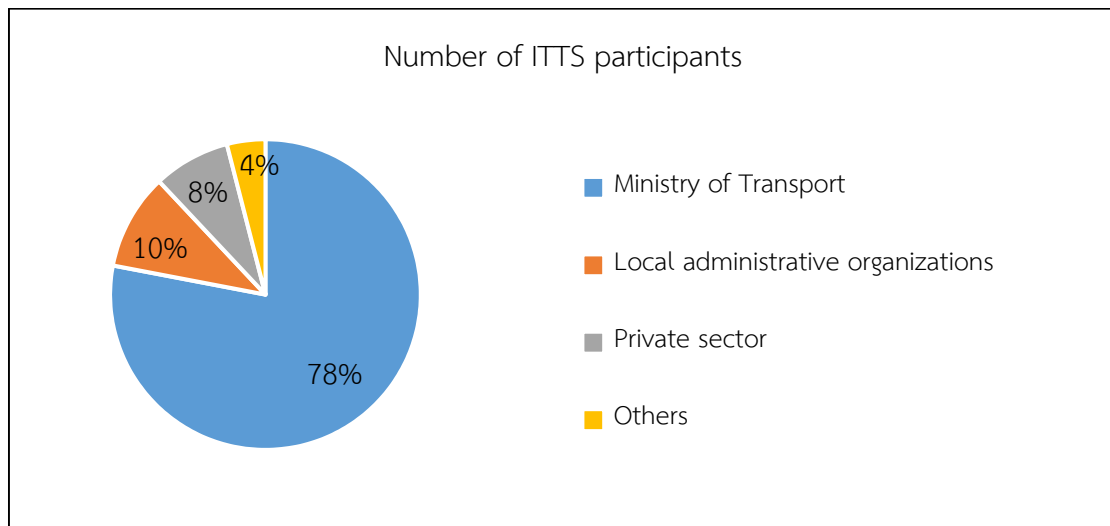
(c) Translation Manual or Language Signs for Agencies in the Transport Sector, OTP, 2015

4) The first batch of training for the target groups

The first batch of ITTS was organized by the OTP from August 16 to 18, 2017 (three working days) at The Regent Cha Am Beach Resort, Phetchaburi Province with 50 participants as shown in Figure 4.1.1 – 4.

- 1) 39 participants under the Ministry of Transport
- 2) Five participants from local administrative organizations
- 3) Four participants from the private sector
- 4) Two participants from relevant foundations and associations

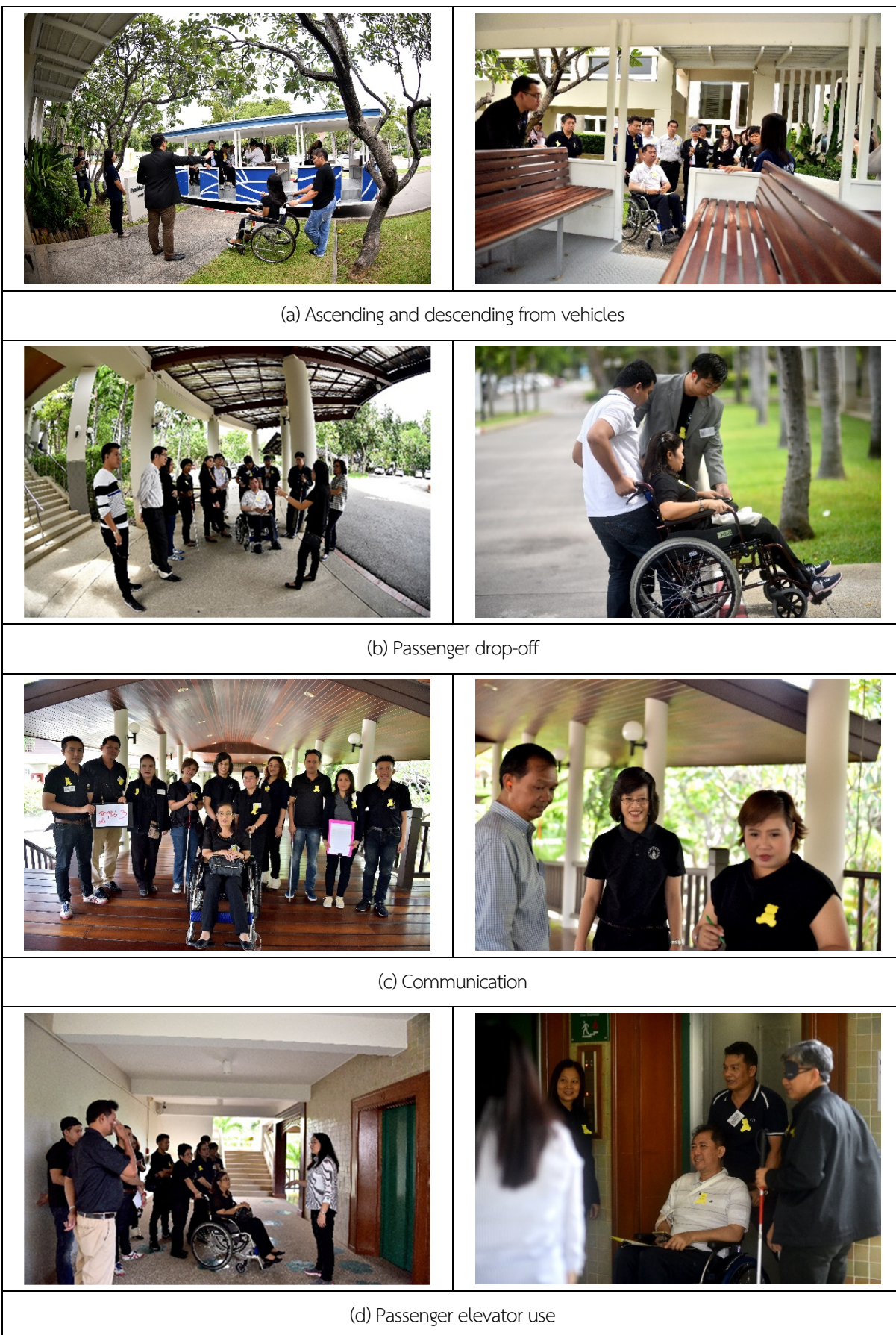
Figure 4.2.1 – 4 Percent of ITTS Participants



5) Walk rally

Walk rally was included in the ITTS course. Training equipment and impairment simulators were used. There are seven types of impairment – visual disability, hearing disability, physical disability, mental disability, intellectual disability, learning disability and autism disability. During the walk rally, the service content and skills were inserted as shown in Figure 4.2.1 – 5.

Figure 4.2.1 – 5 Walk Rally



4.2.2 Evaluation of Performance of Participants in the ITTS Course

As for performance evaluation of participants in the ITTS course, the evaluation methods used three questionnaires: pre-questionnaire, immediate post-questionnaire and one-year post-questionnaire with the following details:

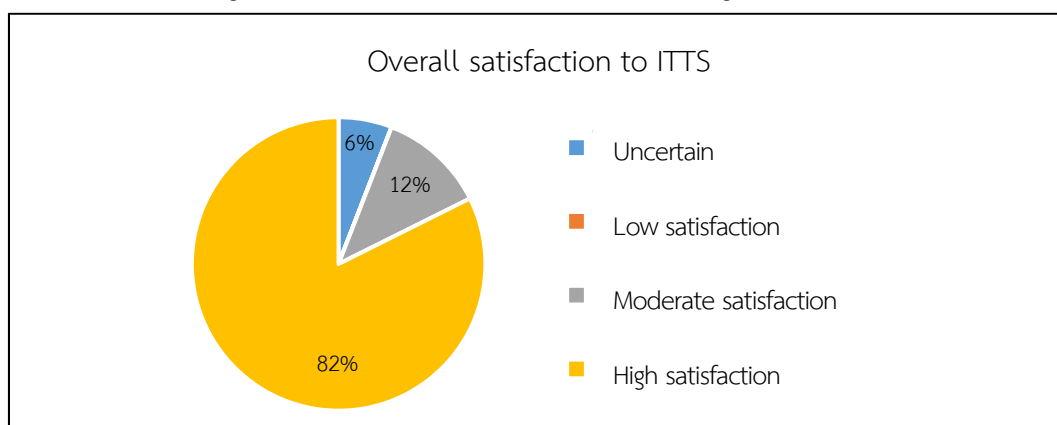
1) ITTS course questionnaire

- Questionnaire 1 asking participants before the training
- Questionnaire 2 asking participants immediately after the training
- Questionnaire 3 asking participants one year after the training

2) Overall training satisfaction

The overall satisfaction assessment indicated that the participants were very satisfied with the training (82%) and moderately satisfied (12%) as shown in Figure 4.2.2 – 1.

Figure 4.2.2 – 1 Result of Overall Training Evaluation



3) Additional suggestions from ITTS course questionnaire

During the first batch of the ITTA course, the participants gave additional comments and recommendations as follows:

- The course website should be suggested and there should be more videos so that the participants can study or get more information.
- More training should be organized to other agencies that have never been trained so that it will bring about more benefits to persons with disabilities and older persons.
- Training should be held once a year to review knowledge.

According to the ITTS evaluation, the result meets the target because the participants learn, change behaviors, and have more skills and confidence. The curriculum and training are suitable and the participants are very satisfied with the course. There are recommendations about documents and videos, which were designed and prepared by the project in the seminar and public relations section of this report.

4.3 Performance Evaluation Criteria and Certificate Presentation

Performance evaluation of the ITTA and ITTS courses indicated that both courses meet the following defined objectives:

- The participants achieve learning.
- Behavioral changes in work
- More skills and confidence
- The course is appropriate and the participants are very satisfied.

Requirements for certificate

- The participants must attend the training not less than 80% of the total training period.
- The participants must pass the test. Those who pass the test will receive the certificate from the Ministry of Transport.

The certificate of the first batch is shown in Figure 4.3 – 1.

Figure 4.3 – 1 Example of Certificate of the First Batch of Training

