

Accessibility training case study: Ralph Lallau, Finsbury Park



Click on image above to download

Ralph Lallau, 24, from Islington, is working for Govia Thameslink Railway under the Government's Kickstart scheme.

He helped customers affected by the closures earlier this year of King's Cross (where he is pictured), when extra tracks were put in to further improve the reliability of Thameslink and Great Northern services.

He found his accessibility training "eye opening" and has been putting it to good use assisting passengers at Finsbury Park where many of the trains were terminating during the engineering work.

He said: "The training was great. I didn't know anybody who was disabled so, having a trainer who was themselves disabled, meant it was my first time looking at a situation from their perspective – it gave me real empathy.

"I learned how to talk to people and what language is appropriate. I now know it is important to introduce myself and ask the customer how they are before anything else. Then I can ask them if they need any assistance.

"I've put this into practice. I take my cue from the customer; I never try to assume anything because only they know what they need."