

Passenger assistance agent

Passenger assistance agents help travellers who need support to navigate the airport and reach or leave the aircraft. Assistance needs differ between individuals; the role is not limited to wheelchair pushing. Some posts combine assistance with specialist vehicle driving, while others do not. The example here is explicitly a combined driver/assistant job.

Other titles to compare: PRM agent, Special assistance agent, Wheelchair assistance agent. Titles alone do not establish equivalent duties.

What the role does

- Support the passenger through assigned airport journey stages.
- Communicate respectfully and coordinate assistance within the service's procedures.
- Operate assistance equipment only when trained and authorised for that specific task.

Where the work happens

Terminal and boarding environments; vehicle or aircraft-side tasks only where included in the post and supported by training.

Employer example

Aviapartner Bulgaria • Bulgaria • PRM Driver / Passenger Assistant

Vacancy status unconfirmed not an offer • Checked 2026-10-27 [E053-AVIAPARTNER]

Category	What this employer states
Essential in this source	Category C driving licence and two years' experience. Special-equipment/lifting-device operating certificate and secondary education. Responsibility, integrity and people skills.
Desirable in this source	Foreign-language proficiency; ground-handling experience, explicitly not mandatory.
Other stated conditions	Shift work.

Sofia Airport combined driving/assistance post. These vehicle-related criteria must not be applied to all non-driving passenger-assistance jobs.

PREPARE AND VERIFY

Separate requirements from preparation

United Kingdom comparison only; Bulgarian legal applicability remains to be reviewed: The government-published report describes disability-awareness/equality training for public-facing personnel and knowledge appropriate to direct assistance. It also recommends broader improvements. Do not present those recommendations as enacted law or substitute this UK example for Bulgarian vehicle, equipment and airport-access rules. [O053-DFT]

Still to verify: One fully verified employer example, specifically a driving variant. A non-driving employer example remains desirable. Bulgarian legal applicability has not been fully reviewed. EUR-Lex returned a JavaScript verification page; no unverified EU legal text is presented as fully checked. Wilson James returned an inaccessible page and is not counted.

Explore a realistic entry route

- Separate assistance-only jobs from combined driving or equipment posts when searching. Make a table of actual tasks and the credentials attached to them. If a vacancy does not say whether training is

provided, mark that question as unresolved rather than assuming a certificate is either compulsory or unnecessary.

- Build communication and service evidence without simulating a disability or handling another person without proper training. Reflect on how you ask what support is wanted, listen to the answer and respect personal choice. Ordinary customer-facing experience can provide honest examples of patience and clear explanation.
- Review a prospective employer's induction, supervised practice and assessment arrangements. Ask who teaches equipment use, how staff learn to support varied needs and when a new employee is authorised to work independently. Avoid purchasing a course on the assumption that its certificate is accepted at every airport.

Build evidence of your skills

- Write a fictional assistance handover containing only invented, necessary service information: passenger preference, agreed next step, meeting point and unresolved question. Check that the wording does not diagnose the person, use unnecessary personal details or assume all travellers want the same support.
- Create an accessibility communication sample using plain language and an alternative format of your choice. Ask a willing peer whether the message is understandable and respectful. Describe the exercise as communication practice, not professional disability training or proof of lifting competence.

Prepare for an interview

Reflection prompts only, not questions claimed to be used by an employer.

- Preparation prompt: how would you respond if your assumption about a traveller's preferred assistance proved wrong? Use a real service example to explain listening, correcting your approach and referring to a trained colleague when a request exceeds your competence.
- Prepare questions about the exact mix of escorting, vehicle operation and equipment tasks. Ask how assistance is coordinated during delays and how respectful communication is assessed. These are candidate preparation prompts, not actual employer interview questions or passenger-handling instructions.

Investigate possible next roles

Explore assistance coordination, service-quality work or training support after gaining suitable experience. Investigate each post separately; neither a driving credential nor this introductory guide establishes trainer competence.

Sources and scope

[\[E053-AVIAPARTNER\] Aviapartner Bulgaria PRM Driver / Passenger Assistant](#)

Vacancy status unconfirmed not an offer. Bulgaria. Checked 2026-10-27.

[\[O053-DFT\] Department for Transport / Aviation Accessibility Task and Finish Group Aviation Accessibility Task and Finish Group report - Theme 1: Training](#)

Government-published report explaining UK training baseline and recommendations for inclusive assistance. Published 16 July 2025, checked 27 October 2026. This report distinguishes existing training duties from recommendations; it is not Bulgarian legislation, an individual licence or proof that every recommendation became law. Checked 2026-10-27.

Educational requirements guide, not operational instruction or an employment guarantee. Verify current requirements with the relevant authority and employer. Conditions belong to the named employer, post and jurisdiction. They are not worldwide eligibility rules; check the current advertisement and local authority before making training or application decisions. No passenger lifting, transfer, restraint, medical assessment or ambulift procedure is taught here. Use approved training, equipment instructions and authorised supervision. No job guarantee.