SERVICE EXCELLENCE PROGRAMME

Service Excellence Programme – with SMRT

SMRT frontliners experience sighted guiding firsthand, building the skills to support commuters with visual impairment.

On 28 July 2026, the Singapore Association of the Visually Handicapped (SAVH) conducted another successful training session for the Singapore Mass Rapid Transport (SMRT) staff. This latest run brought together 100 transport professionals, continuing an ongoing commitment to building a more inclusive and empathetic public transit network.



SMRT staff at the training session



Our trainer leading the session


Blindfolded and paired up

STEP 1 · UNDERSTAND
Know the spectrum
Types of vision impairment and the assistive technology that supports visual loss

STEP 2 · EXPERIENCE
Step in my shoes
Sighted guiding practised under blindfold

STEP 3 · SUPPORT
Offer dignified help
Confidence to assist commuters every day

Bridging the Gap Through Awareness

During the workshop, participants explored the diverse spectrum of vision impairments. The trainer highlighted that many visual conditions are not immediately obvious to the public.

Staff also demystified the essential mobility tools used by the community, learning the distinct functions and specific uses of various types of white canes.

Step in My Shoes: Experiential Learning

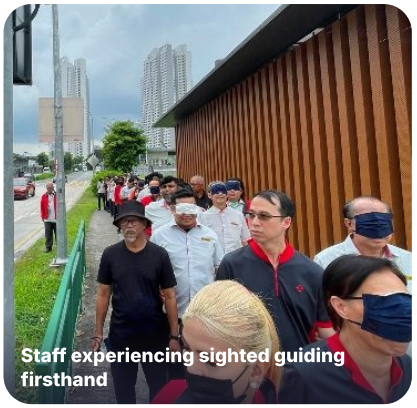
A core highlight of the session was its hands-on, experiential learning segment. Blindfolded and paired up, every participant experienced simulated vision loss firsthand while mastering the precise techniques of sighted guiding.

This immersive exercise provided invaluable insights into the daily environmental challenges faced by commuters with low vision.

Creating a More Inclusive Journey

By the end of the session, the SMRT team walked away with a deeper, more profound understanding of the visually impaired community.

Now better equipped to recognise subtle visual needs, these frontliners are fully prepared to offer appropriate, dignified assistance to the thousands of commuters they serve daily.



Staff experiencing sighted guiding firsthand

What the session covers

Session outline

- What is visual impairment, and the types of visual impairment
- Introduction to SAVH's various training programmes
- Assistive technology that supports visual loss
- Practising the Sighted Guide Technique under blindfold
- Dos and don'ts when interacting with a person with visual impairment
- How can I help?

Best suited for

- Professionals in healthcare or support fields
- Service providers across various fields
- Anyone who wants a hands-on experience, including guided activities under blindfold
- Groups of up to 20 people per session

Our goal: to ensure service providers feel fully empowered, with the knowledge and practical strategies to confidently support individuals with visual loss in their professional roles.

At a glance

90 mins	Up to 20	$585	Hands-on
session length	participants	per session	guided practice under blindfold

Bring the Service Excellence Programme to your team
Contact us to arrange a session.

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