



Disability Awareness Training

"Training for employers and staff on meeting the needs of people with a disability"

Course Overview

One day Course (930am to 430pm): with 30-minutes for lunch and two 15-minute tea breaks.

Participants will be able to:

- Form an understanding of disability issues;
- Understand the legislative requirements incumbent upon staff in providing service to people with disabilities;
- Recognize direct and indirect discrimination and their effects;
- Demonstrate an understanding of the principle of reasonable accommodation;
- Demonstrate an understanding of the basic principles of equal opportunity and inclusive practice;
- Demonstrate how services and facilities can be modified to make them more accessible for the whole community, including those people with a disability;
- Increase participants' awareness of how customer service skills can have an immediate and positive impact;
- Participate in a **face to face workshop** exploring disability issues and gain an understanding of disability through experiential learning; and
- Raise and clarify misconceptions regarding people with disabilities.

Who Will Benefit From The Course?

Courses are aimed at **staff of all levels** and who may meet and interact with people who have a disability in the course of their work, especially customer service personnel. Courses are for up to 20 people and all participants are expected to take part in the various individual and group activities.

Course Tutor

Andy Wright has many years experience of tutoring in a variety of subjects - from IT to Martial Arts, in the UK and around the world and for large and small companies. For this particular course he brings relevant insight and knowledge, because he has had 46 years of living with cerebral palsy and can talk from experience.

On-Site Course Costs

Please enquire about course fees. For all of the onsite courses it is expected that Hosts will provide sufficiently large accommodation to allow 20 people to move around freely. Provision of lunch and drinks for participants is at the Hosts' discretion.

NB: If you don't have access to a training venue we can source for you, but this will be charged extra to the course fees.

For availability and costs please contact enquiry@trainingthewrightway.co.uk