



Accessible Wales Training Brochure

2018- 2019

Celebrating 10 years in business!

“Because an Accessible Wales benefits all”



Say cheese!

Disability Awareness Training

Are you aware of the needs of those using your services who have a disability? Are you providing the best possible service?

Our courses aim to raise the awareness of delegates towards the needs of **people with disabilities** which should help **to increase the accessibility of your service**. This course will train your staff to give better customer service!

Hosted by Richard Jones, founder and Principal Consultant of Accessible Wales, sessions are informal, highly informative, very affective and at times, highly amusing!

This course can be booked as a two half day courses or a full day course.

The topics covered can include:

- Understanding more about the history of disability.
- How approaches to disability have evolved over time.
- Practical Demonstration of Access & Customer Service issues.
- The right thing to say at work; to understand is to get it right!
- Brief Overview of Equalities Legislation concerning disability.

Disability Awareness Training Testimonials

We're proud of the testimonials we receive from our clients, here are just some of them.

For more visit our website www.accessible.wales

Celtic Manor 2013:

"An interesting course which raised my awareness of difficulties disabled people face daily. Some ideas we can introduce in the nursery".

"I really enjoyed attending the course; I have learnt a lot about disabilities and feel confident in the future".

"The course was thoroughly enjoyable and interactive. I now feel much more confident handling more difficult or uncomfortable situations".

Old School Surgery, Pontyclun 2016:

"I found the course interesting – The practical tasks were thought provoking and has made me more aware of the problems that people with a disability may face. I intend to use what I have gained in knowledge to promote more independence with patients, I may meet in my daily workload."

Cardiff and Vale Citizen Advice Bureau April 2017:

"I think the delivery was extremely well balanced giving both sides as to what was realistically achievable i.e. Changes are effected by budgets and what one person finds appropriate another may not. The main point to remember is communication"

Dyfed Powys Police & Crime Commissioner's Office 2018:

"Richard presentation was good with a good balance of humour and the fact that Richard has a disability brought his personal perspective across, so had a greater impact".

Disability Equality Training

Have you ever asked yourself if you are providing a fair and equal service to those customers with disabilities? Could you be doing more?

Since the Equality Act 2010 replaced the Disability Discrimination Act 1995 some feel that the disability discrimination elements of the act are lost amongst all the other pieces of important discrimination legislation.

This course aims to provide delegates with an understanding of the Disability elements of the Equality Act 2010 and how it applies to their organisation. Its aim is to train those attending the course to understand how the Equality Act 2010 represents people with disabilities.

The topics covered can include:

- Introduction to Equality.
- Models of Disability.
- Discrimination... what is it?
- Overview of The Equality Act 2010.
- Protected characteristics with a focus on disability.
- Equality Act....What's new for people with disabilities?
- Appropriate language and signage.

An Introduction to Equality Act 2010

Are you aware of your responsibilities under the Equality Act 2010? Are you treating everyone equal?

This course aims to provide delegates with an understanding of the Equality Act 2010 and how it relates to organisations on a daily basis.

The Equality Act 2010 is the piece of legislation that is aimed at ending inequality faced by many groups in society including those who have disabilities, the elderly, pregnant ladies, and other vulnerable groups.

The topics covered can include:

- Introduction to Equality.
- Legislation replaced by The Equality Act.
- Who is protected by The Equality Act?
- Discrimination... what is it?
- Types of discrimination.
- Equality Act....What's new.

Training Calendar

2018/2019

Below are the training courses scheduled to take place at our training venue, call 01685 810432 to book a place or visit www.accessible.wales for more information.

Date	Course Title	Full/Half Day	Time	Cost
Thursday 13th September 2018	Disability Awareness Training	Half Day	10am - 1pm	£30 per person
Wednesday 10th October 2018	Disability Awareness Training	Full Day	10am - 3pm	£50 per person
Thursday 22nd November 2018	Disability Awareness Training	Half Day	1pm - 4pm	£30 per person
Tuesday 11th December 2018	Disability Awareness Training	Half Day	10am - 1pm	£30 per person
Monday 18th February 2019	Disability Awareness Training	Full Day	10am - 3pm	£50 per person
Wednesday 13th March 2019	Disability Awareness Training	Half Day	1pm - 4pm	£30 per person

Would you like your staff trained at your venue...

WE CAN COME TO YOU

Accessible Wales
“Accessible Suite”
Robertstown House
Aberdare Business Park
Robertstown
Aberdare
CF44 8ER



01685 810432



info@accessible.wales



www.accessible.wales

Our Mission

“Our mission is to break down the barriers that disable people with impairments.

These barriers may be the physical environment, the way society is structured and also peoples attitudes.

Breaking down these barriers will help bring disabled and non-disabled people together highlighting what binds our community.

By doing this we strive to bring equality and empowerment to all people.

Also on:

