



Accessible Wales Training Brochure

**June - December
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!

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.

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

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:

"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:

"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:

"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:

"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".

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.

Invisible Disability Awareness

Can you spot a person with a disability...
not all disabilities are visible!

Our courses aim to raise the awareness of delegates towards some of the issues faced by people who have invisible disabilities. These disabilities include learning difficulties and mental health conditions. This course will help to raise the awareness and **accessibility of your service**; delegates will be feel comfortable in serving customers/clients with invisible disabilities.!

The topics covered can include:

- Understanding the term “invisible disability”
- Looking at the “invisible disability” statistics
- Examine when hidden disabilities become a visible problem.
- Look at preconceptions of invisible disabilities
- Study the term reasonable adjustments.

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Training Calendar

2019/2020

Below are the training courses scheduled to take place at our training venue, call [01685 810432](tel:01685810432) to book a place or visit www.accessible.wales for more information.

Half Day Course **£30 per person**

Full Day **£50 per person**

Date	Course Title	Full/Half Day	Time
Monday 24th June 2019	Disability Awareness Training	Half Day	10am - 1pm
Thursday 18th July 2019	Disability Awareness Training	Full Day	10am - 3pm
Tuesday 20th August 2019	Equality Act 2010	Full Day	10am - 3pm
Friday 27th September 2019	Disability Awareness Training	Half Day	12pm - 3pm
Wednesday 23rd October 2019	Disability Awareness Training	Full Day	10am - 3pm
Monday 25th November 2019	Equality Act 2010	Full Day	10am - 3pm
Tuesday 10th December 2019	Invisible Disability Awareness Training	Half Day	10am - 1pm

More training dates can be added upon request

Call [01685 810432](tel:01685810432) to book

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“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:

