



# Disability Awareness Training

**Thursday October 24th 2019 10am - 1pm**  
**Accessible Wales Office**  
**£30 per person**

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 ... **Result: Improved Service!**

**Date:** Thursday October 24th 2019

**Time:** 10am - 1pm

**Venue:** Accessible Wales Office, Aberdare Business Park, Robertstown, Aberdare CF44 8ER

#### ***The topics covered include -***

- Understanding more about disability
- Examine potential access issues and customer service scenarios
- The right thing to say at work; to understand is to get it right!

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

**CALL 01685 810432 TO BOOK A PLACE**

8 Places available on each course, £30 per person.  
tea and coffee provided.

**Certificates will be provided to all delegates upon completion of the course**

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

**WE CAN COME TO YOU**

*Accessible Wales provides additional courses | This flyer is available in other formats*

“Because an accessible Wales benefits all”

 01685 810432

 [www.accessible.wales](http://www.accessible.wales)

 [info@accessible.wales](mailto:info@accessible.wales)

Also on:

