



Disability Awareness Training

Wednesday September 25th 2019 10am - 3pm
Accessible Wales Office
£50 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: Wednesday September 25th 2019

Time: 10am - 3pm

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

The topics covered include -

- Understanding more about the history of disability
- How approaches to disability have evolved over time
- Examine potential access issues and customer service scenarios
- The right thing to say at work; to understand is to get it right!
- Brief Overview of Equalities Legislation concerning disability

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, £50 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

 info@accessible.wales

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