

# Accessible Wales Disability Awareness Training



Our flagship training course aims to raise delegates' awareness of the needs of disabled people, helping to improve the accessibility of their service.

## Topics Covered:

- ✓ Explore existing perceptions and understanding of disability
- ✓ Customer Service Scenarios
- ✓ A Glimpse into Access
- ✓ Appropriate Communication Methods

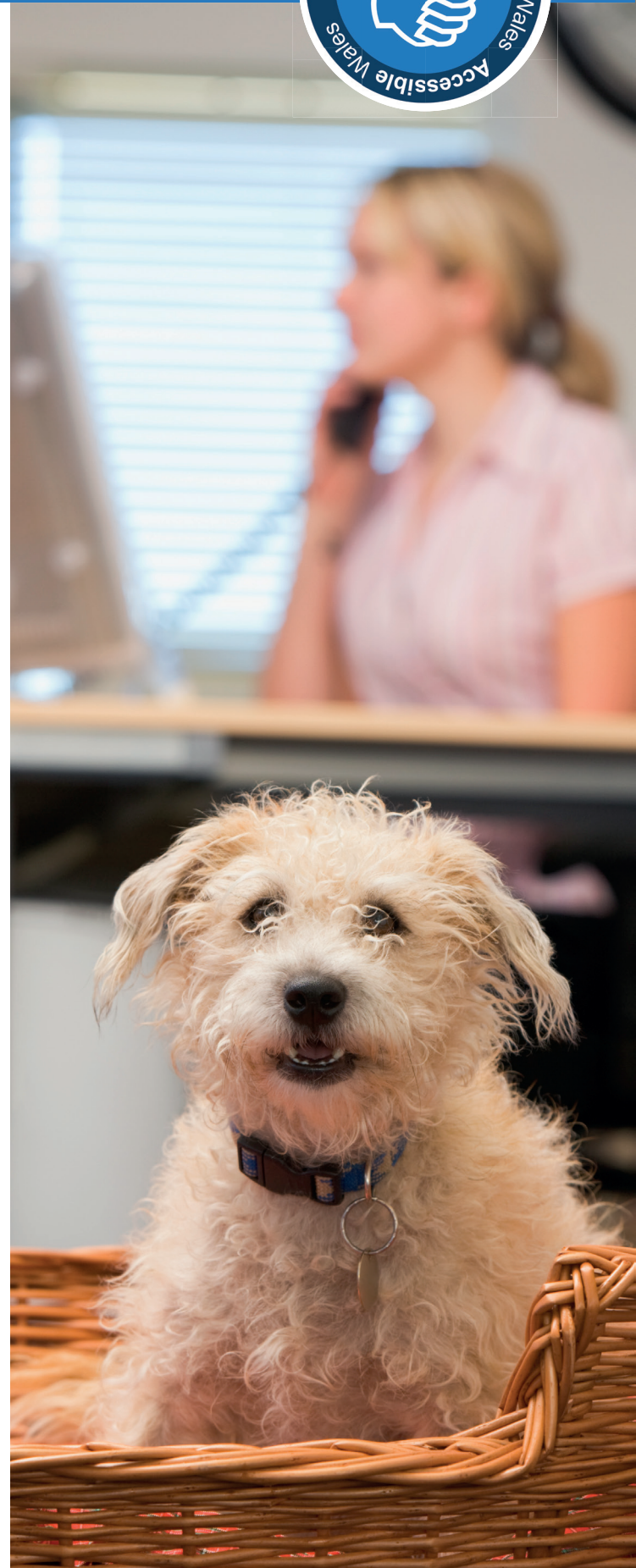
All our training is flexible and can be adapted to suit the needs of our clients.

Courses can be offered in full or half day format depending on the client's requirements.

Hosted by Principal Consultant **Richard Jones** courses are informal, friendly, extremely informative and at times, highly amusing!

Get in touch for more information **01685 810432** or email [info@accessible.wales](mailto:info@accessible.wales)

**Face-to-Face or  
Virtual Training available**



“Because an accessible Wales benefits all”

 (01685) 810432  [www.accessible.wales](http://www.accessible.wales)  [info@accessible.wales](mailto:info@accessible.wales)

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