



NewGrange

TRAINING & SERVICES LTD

Better People, Better Business®

Disability Access & Communication

- Course Location:** On-Site at your premises
- Course Duration:** 1 Half Day, (time & date to suit you)
- No. of Delegates:** 15 delegates max

Course syllabus covers:

- Disability Discrimination Act (overview and basic requirements)
- Disability Equality Act (overview and basic requirements)
- Defining Disability and Discrimination
- What we mean by communications and why it is important
- The physical environment - taking reasonable steps to ensure accessibility
- Communications with customers - and the different forms this can take
- Barriers customers may face to accessing services
- Reasonable adjustments
- Access - What does it mean and what does it cover
- What can be done now and in the future
- Action planning

Delegates Receive:

Disability Access & Communication course notes, Training Certificate and materials.

Other Courses available:

- Disability Equality - contact us for a course outline

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