

Rightrack ... a little bit of magic

Disability Awareness Making Reasonable Adjustment



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Introduction

This high-level, interactive programme will offer participants the opportunity to share their concerns and learn how best to respond to disabled customers in a safe, confidential environment. Peer learning within the group on company-specific ways of working enhances more formal learning on the law and good practice. By exploring disability equality, delegates can discover the often-simple adjustments needed by many disabled people to help reduce the barriers faced.

This programme can be delivered as a 1-day or an abridged half-day programme. Different versions can be designed to meet the needs of varying audiences such as 'champions', managers, and front-line staff.

Objectives – Learning Outcomes

- To measurably increase overall confidence in dealing with disabled customers
- To develop skills that establish the needs of a disabled customer
- To understand the meaning of the term 'reasonable adjustment'
- To develop knowledge and skills required to ensure that needs of a disabled customers are being met
- To be able to judge when it is NOT necessary to make adjustments
- To be familiar with organisational policy for dealing with aggressive or abusive behaviour
- To increase confidence and develop skills in dealing with aggressive or abusive behaviour
- To improve knowledge of escalation procedures
- To enhance understanding of Ombudsman Services 'Service Standards'
- To increase levels of competence when working with colleagues with impairments
- To progress understanding of the Equality Act 2010
- To raise awareness of different types of discrimination
- To improve understanding of personal and organisational legal duties surrounding disability
- To know where to access support when help is required regarding a complaint made by a disabled person



Key Benefits

Using quizzes, video clips, case studies and scenario planning, the facilitator will support each participant to feel more confident in delivering a quality service to each customer.

- Defining disability (including stats and facts)
- Understanding the social model
- The law (Equality Act 2010 overview)
- Understanding the principle of reasonable adjustment
- The relevance to the business and the role of an ombudsman
- Improving access – customer journey analysis
- Good practice guidance on common impairment issues
- The disabled employee
- Signposting



Further Detail

By exploring disability equality delegates can discover the often simple adjustments needed by many disabled people to help reduce the barriers faced.

- Understanding legal obligations and the consequences to both an organisation and individuals, when failing to comply
- The Equality Act 2010 - what it includes with reference to disability. How has the passing of this act affected the Disability Discrimination Act
- Thought provoking case studies are used to involve delegates and to explore issues surrounding access, boundaries and what is reasonable adjustment
- Terminology and etiquette - including good practice on disability and some unpicking of the concepts of discrimination, prejudice, stereotype and positive action
- Exploring attitudes and prejudicial forces - the programme will help individuals to examine their own attitudes and prejudices
- Detailed discussion would be facilitated to ensure that all participants feel confident to understand when to make a reasonable adjustment, and when to escalate a call, in line with policy



- Ways in which the business can ensure good customer service throughout a customer journey for example phone calls and report writing
- Overview of considering disability equality in the workplace
- Signposting to other sources of guidance
- Practicing applying the skills and knowledge - delegates can consider situations where they can apply the learning and, where necessary, they can seek the support of management or colleagues to deal with their concerns and challenges
- Developing and sharing personal action plans - the final stage is to seek a commitment from each participant that they will do something that is tangible to transfer the learning

Equality & Diversity Training Consultants



Righttrack has a strong team of specialist Equality & Diversity training consultants. Leading the team in terms of the design and delivery of the Disability Awareness – Making Reasonable Adjustment programme is Frances McAndrew.

Having also worked with Disability Rights Commission, Equality and Human Rights Commission, Amnesty International, Princes Trust and the Employers' Forum on Disability, Frances truly has the expertise and specialism to deliver results. In addition, her style is such that she brings the learning to life and focuses on making it fully relevant to delegates' day-to-day roles.

Righttrack Delegate Membership

Every participant on a Righttrack programme is eligible for membership which is valid for life. It offers two key benefits:

1. Through a dedicated Righttrack Membership website, it provides unlimited access to their trainer via phone and email following their programme. This gives fantastic rapid-response support to anyone who has a question regarding their programme or the implementation of the skills and knowledge they have learnt. Having specialist support on hand can be invaluable!
2. Following the completion of each programme, each delegate will receive personal log-in details to the industry-leading Membership website on which there will be able to download programme material, references and additional notes for future reference at any time. This might include anything from the slides from the training programme, to references notes on signposting, the customer journey maps and any other post-programme support information.



Programme Options

This is an in-company programme with the following options:

Available Packages:	Ready-to-Go - An 'off-the-shelf' training programme delivered by one of our training specialists at a location of your choice Customised - We tailor our ready-to-go programme to meet your needs, including your case studies, your examples and your company specific information. Company branded programmes also available Bespoke - We research, design and deliver the programme specifically for your needs
Duration:	One full day or as an abridged half-day introductory programme
Materials:	Folder, workbook, handouts, pen and certificate of attendance
Support:	Research - Pre-programme research visit or telephone discussion Administration - Printing and packaging of delegate materials and liaison with your chosen venue for programme arrangements. Additional administration options available Evaluation - Post-programme evaluation and a consultant's report providing feedback on the programme Righttrack Membership - Lifetime on-line post-programme support via our dedicated delegate website and access to the training consultant who will answer any questions relating to the programme
Dates & Location:	To suit you
Delegates:	Ideally no more than 12, absolute maximum of 16
Style:	Righttrack programmes are energetic, exciting and highly participative, which create an impact and motivate participants to learn and embrace change
Learning Methods:	We utilise a blend of learning methods: practice sessions, group workshops, scenario-driven learning, assignments, self managed learning, shared group learning, accelerated learning and structured group learning

