

# Disability Awareness – Making Reasonable Adjustment

## Summary of Pre and Post Course Questionnaires

2011 Example



# Summary of results – across all questions

## **Respondents scoring 4 or 5 (high) on questions (average across all questions)**

Increased from 38% of respondents pre-course to 79% post-course. A dramatic increase in respondents scoring 4 or 5 post-course.

## **Respondents scoring 2 or 1 (low) on questions (average across all questions)**

Reduced from 29% of respondents pre-course to 3% post-course. A big reduction in those scoring only 1 or 2.

## **Respondents breakdown by score (average across all questions)**

Score	Pre-course	Post-course	Change
1 (low)	9%	1%	-8%
2	20%	2%	-18%
3	33%	18%	-15%
4	27%	47%	20%
5 (high)	12%	32%	20%
TOTAL	100%	100%	0%

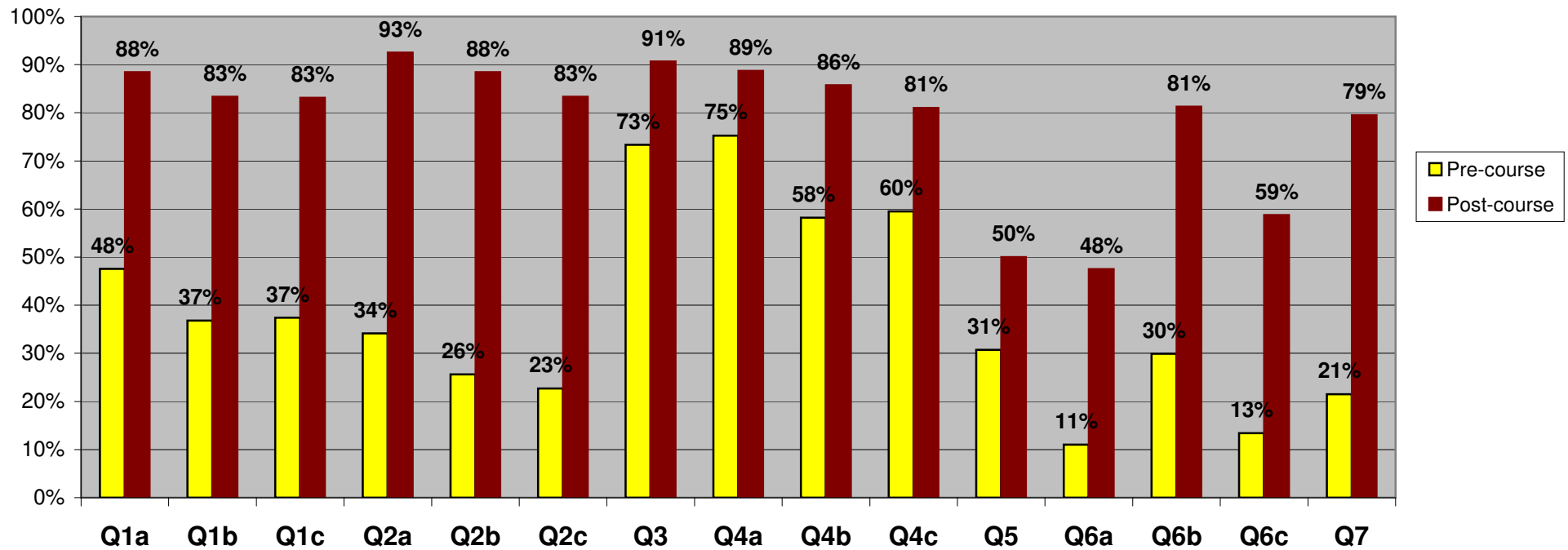
Responses:  
127 respondents pre-course,  
80 respondents post-course

# Disability Awareness - Making Reasonable Adjustment

## SUMMARY

### Survey score of 4 or 5

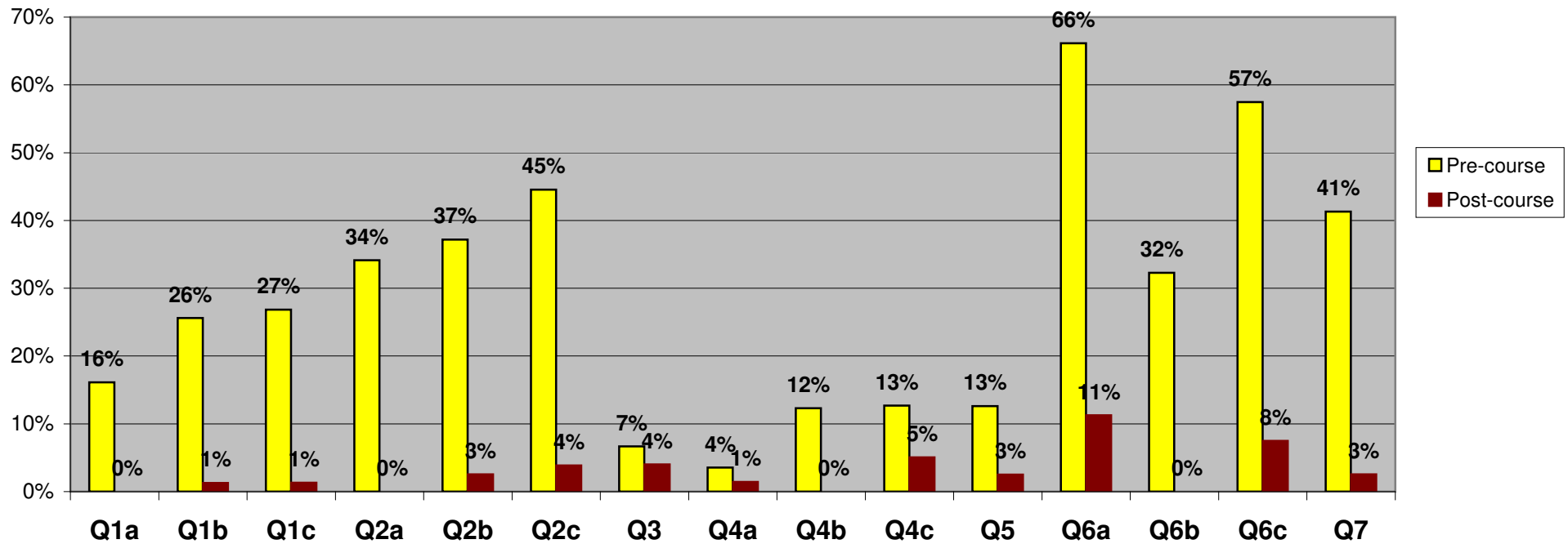
Respondents scoring a 4 or 5: Average for all questions increased from 38% of respondents pre-course to 79% post-course.



# Disability Awareness - Making Reasonable Adjustment SUMMARY

## Survey score of 1 or 2

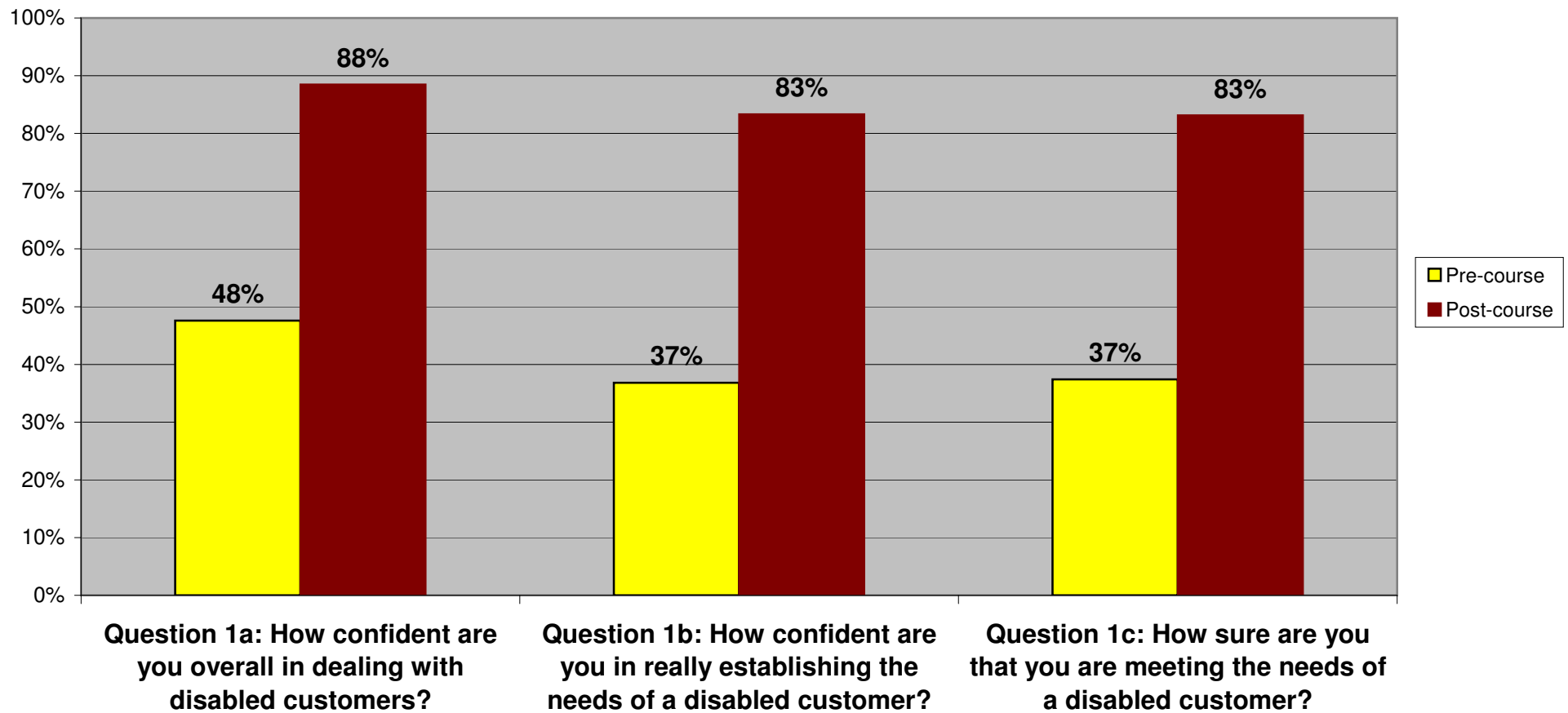
Respondents scoring a 1 or 2: Average for all questions fell from 29% of respondents pre-course to 3% post-course.



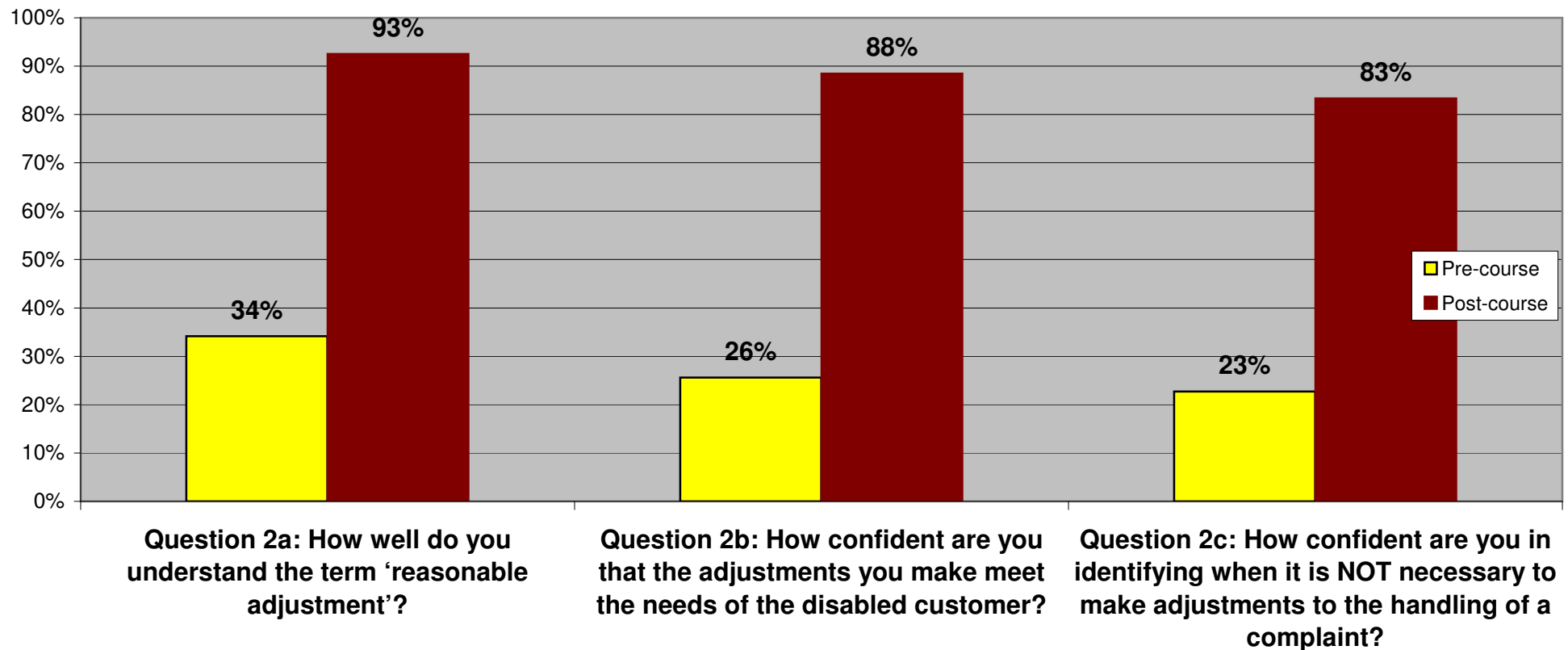
# Disability Awareness - Making Reasonable Adjustment

## Survey scores of 4 or 5

### Q1a-c



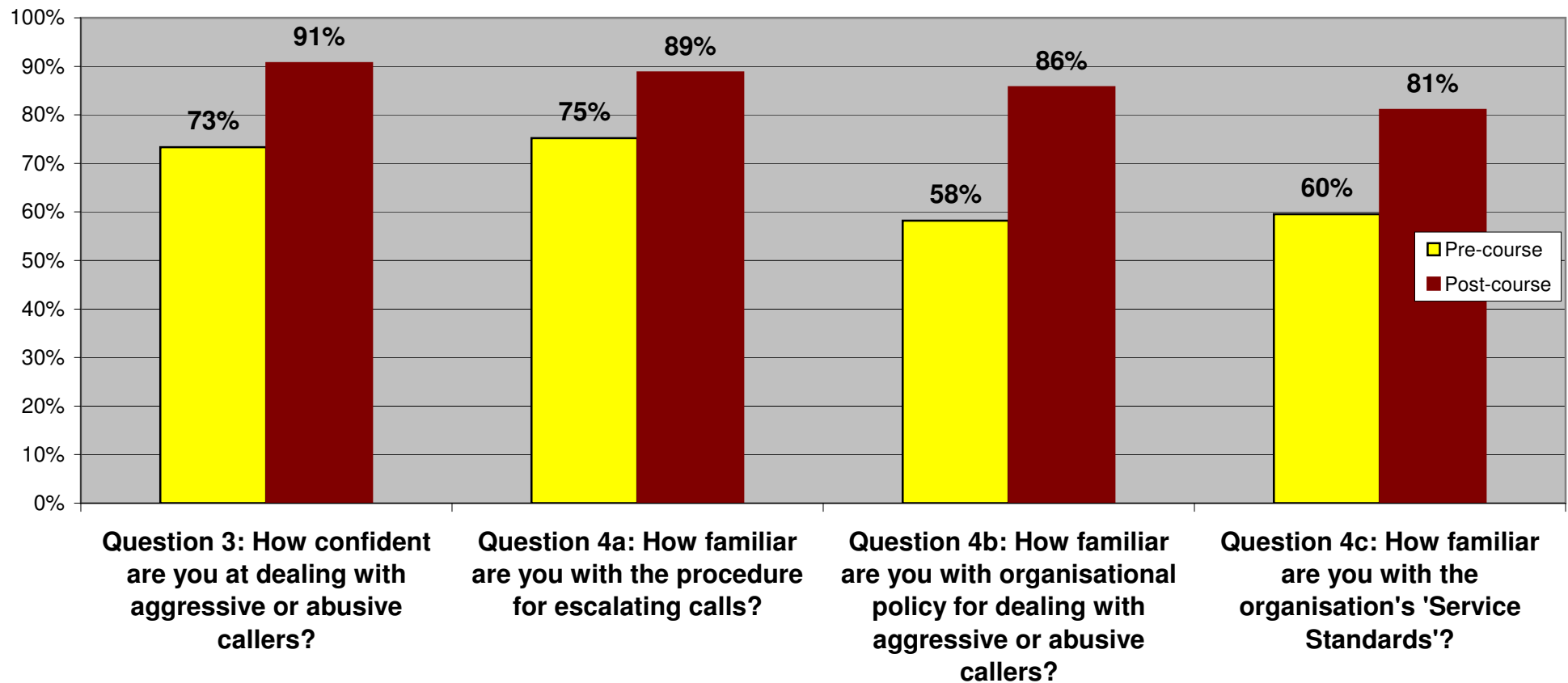
## Disability Awareness - Making Reasonable Adjustment Survey scores of 4 or 5 Q2a-c



# Disability Awareness - Making Reasonable Adjustment

## Survey scores of 4 or 5

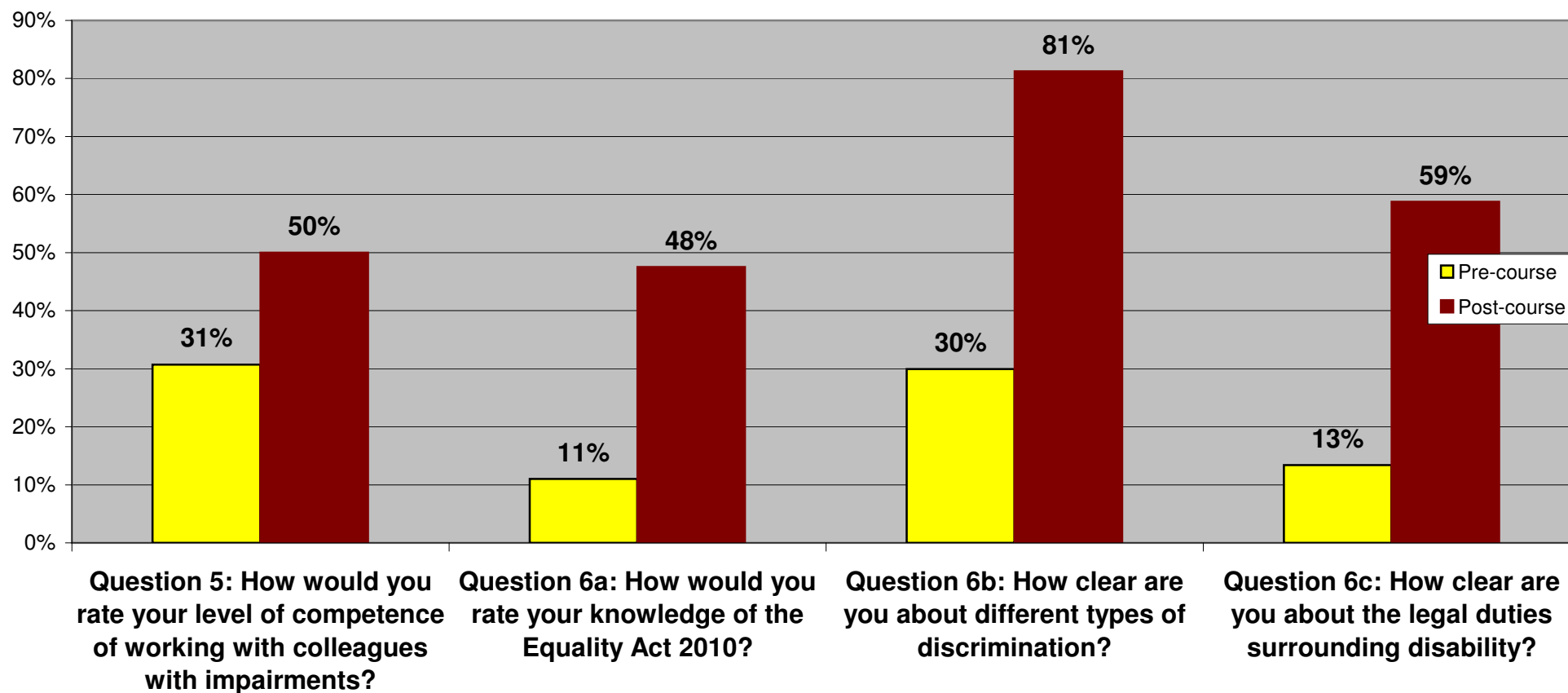
### Q3 and Q4a-c



# Disability Awareness - Making Reasonable Adjustment

## Survey scores of 4 or 5

### Q5 and Q6a-c

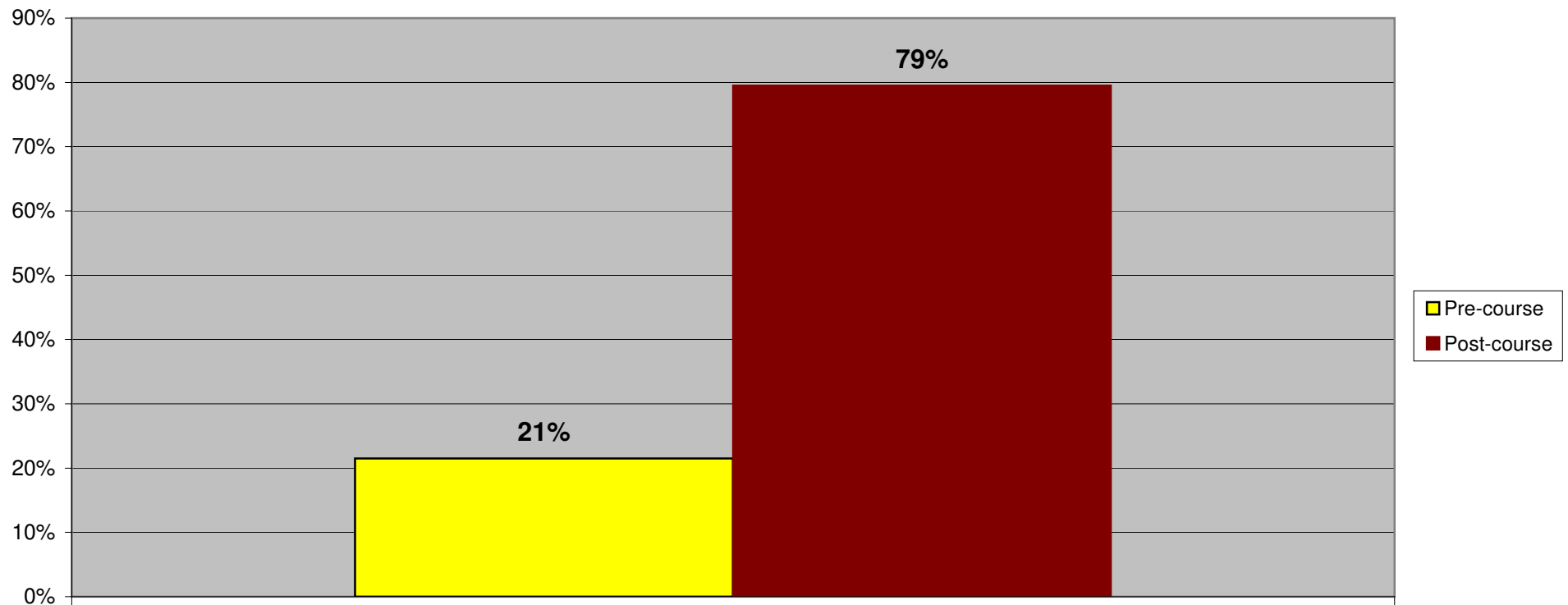




# Disability Awareness - Making Reasonable Adjustment

## Survey scores of 4 or 5

### Q7



**Question 7: How confident are you that you know where you can access support or further information if you need help dealing with a complaint made by a disabled customer?**