



## **Disability Confident**

### Course Outline

#### **A new perspective**

This module is aimed at **all levels** of staff. It enables users to become aware of key disability issues and provides the foundations of disability confidence. Such as:

- Barriers to disabled people
- Beliefs and attitudes about disability
- What is disability?
- Many people have hidden disabilities
- How the law defines disability
- Key facts about disability
- Disabled people at work

#### **Communication skills**

This module is aimed at **all levels** of staff. It enables them to build on the foundations laid in the first module by equipping them with the knowledge of the *practical* steps needed to take to become disability confident.

#### **General principles**

The fundamentals of disability etiquette including:

- Being sensitive about what words to use
- Offering assistance but not imposing it
- Visiting disabled customers at home
- Planning meetings and events
- Supporting colleagues

## **Working with customers and colleagues with a range of disabilities**

- Visual impairments
- Hearing impairments
- Mobility impairments
- Speech and language difficulties
- Reading and learning difficulties
- Mental health problems
- Disfigurements

## **The law and best practice**

This module is aimed primarily at **managers and supervisors** and includes:

- The Disability Discrimination Act 1995 - rights and responsibilities
- The dangers of a compliance approach
- Employment provisions; including reasonable adjustments for employees with different types of disabilities
- Service provisions; including:
  - discrimination and refusal to serve
  - reasonable adjustments such as providing auxiliary aids and services
  - amending policies practices and procedures
  - physical alterations to premises
  - anticipatory duty