

Training Provider	Learn Skills	Assessment	Quizzes & Final Exam
Location	learnskills.org	Qualification	Certificate of Completion
Method	Asynchronous Self-paced	Eligibility	Open
Cost	60 EUR		

Move beyond disability awareness to the point that you become disability confident. Would staff in your organisation know the right way to deal with a customer or colleague with a physical or visual impairment and be comfortable about doing so rather than feel awkward or embarrassed?

This learning resource provides the practical steps you need to take in order to serve disabled customers, and to work with disabled colleagues and staff.

This course covers a comprehensive range of disability-related topics. Aimed at employees of all levels, it has been developed to suit anybody in your organisation including: foundation level employees, HR managers, diversity specialists, trainers and advisers, senior managers/executives and operational managers/executives.

Module 1: An introduction to the general principles of 'disability confidence'. Key learning objectives include: how attitudes to disability can be based on inaccurate impressions and how the Disability Discrimination Act defines disability.

Module 2: This module helps you to understand the principles of effective communication, including advice on appropriate language. A series of dramatic scenarios show you how to communicate with people with different types of disability, both visible and hidden.

Module 3: This module focuses on the main provisions of the Disability Discrimination Act and how it can help everybody, not just disabled people. It concerns the duty of making reasonable adjustments for disabled staff and colleagues.

This e-learning course is suitable for self paced learning, distance learning and blended learning. This is an online training course and uses high quality multimedia with audio to fully engage the user.

## Partner

Skill Booster is a recognised leader in online training.

### Related Courses

- Discrimination
- Disability Discrimination



<http://lrnskls.com/9uqy>