



In Your Stride

Progression to Solution

Disability Awareness Training for Hospitality

The Disability Discrimination Act 1995 (DDA) requires all businesses to make adjustments to enable disabled people to use their services. Since 1996 it has been illegal to discriminate against disabled people in employment and in provision of services. From the 1st of October 2004 you will also have to consider removal of any physical barriers to your services.

The interface between staff and customers, or guests, can make all the difference.

A sympathetic understanding of the problem or an offer of help at the right time can go a long way to ironing out any issues that may arise as a result of barriers to access.

What is Disability Awareness Training?

Disability Awareness Training is the ingredient that separates good practice from poor. In an industry competing for a volatile market it can be the element that directly affects your business profitability.

It is no longer enough for staff to know that discrimination is unlawful or where the accessible toilet is located. They must be aware of the broader needs of a range of people with different disabilities, and the appropriate language and etiquette to communicate with them.

Our Disability Awareness Training sessions are tailored to your business needs and attendees.

We focus on communicating relevant facts and providing staff with the tools they need. In doing so we enable people to be at their ease when dealing with disabled guests. We explore with attendees what you really do need to do in your business, together with what you don't need to do, including when you can and should say No!

We can provide various levels of training to meet your requirements:

- Our auditable 'welcoming disabled guests' CD-ROM based disability awareness training programme is aimed at staff at all levels within hospitality businesses. It targets training at an individual level so that staff can go at their own pace and refer back as necessary. Training takes about an hour and a half and there is a certificate printed locally for staff who successfully complete the final test. For more details on this type of training see our separate leaflet.
- Tutor-led training for groups can also be provided. These sessions are tailored to the target audience, be they front line staff or managers and typically last for 2 to 4 hours. We can accommodate groups from 6 to 24 with our interactive task based learning. These sessions are stimulating and engaging with different tasks being performed by different groups within the session who subsequently share their experiences and relate them to different functions within your business. Once key staff are trained, the

information can be disseminated to other staff as appropriate. By including some of the principals in your induction and refresher training it makes our sessions a very economic 'one off cost'.

- We also offer a 'Train the Trainer' package if you have large numbers of staff to train and have your own trainers. The package consists of a full day training session for your trainers where we cover the basics of disability awareness and run through the material, to enable attendees to become familiar with the issues they will pass on. The 'pack' of training material will provide everything your trainers need to deliver a short, up to 2 hour, disability awareness training course to staff. We provide ample material for your trainers to use in subsequent sessions. The 'pack' is licensed to your business according to its size at the time of training.

What do the Disability Awareness Training Courses cover?

In Your Stride Disability Awareness Training sessions include:

The Law

Key Elements of the DDA

Employment Provisions

Information

Disability Facts not Fiction
'welcoming disabled guests'

The Real Business Case
Case Studies

Solutions

Communication Tips
Accessibility – the Wider Context
What you should be doing now
Reasonable Adjustments
Accessible Information

Parking, Paths and Routes
Ramps and Stairs
Entrances and Corridors
Accessible Rooms
Accessible WCs

Some businesses like to appoint a disability champion, using them in conjunction with our Consultancy Services and 'Accessible Solutions' manual to help all staff provide good services to your disabled guests.

How do I book Disability Awareness Training?

We offer business focussed Disability Awareness Training tailored to the needs of your business at a competitive rate.

To discuss your requirements or for help and advice on disability matters contact us at:

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**Give your staff the tools they need
Disability Awareness Training**