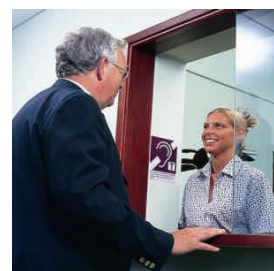


# welcoming disabled guests

In Your Stride



## A measurable disability awareness learning programme



The Grass Roots Group UK Limited

## **Who are In Your Stride?**

We are a select group of specialists in the fields of business and disability solutions, devoted to providing businesses focussed disability information, advice and training. We have built up a vast amount of disability knowledge relating to the hospitality sector. This, combined with our Strategic Partners, Contacts, and Client Base enable us to provide a unique insight into accessibility matters and inclusive practices.

## **What will the CD-ROM do for you?**

This programme will help you and your staff:

- Understand the potential offered by disabled guests and the barriers they may face
- Find out about the law in relation to disabled guests and employees
- Understand how to meet disabled people's needs and improve your communication skills

### **Why train on disability awareness?**

#### **Why this method?**

#### **Why this CD-ROM?**

To comply with the provisions of the Disability Discrimination Act 1995 (DDA) you and all of your staff need to know about the issues involved and the main points of the law.

In consultation with our partners we determined the need for a cost effective and measurable method of disseminating relevant disability information to staff at all levels within hotel or leisure companies using the most suitable technology, CD-ROM was the preferred option.

Relevant points of Law have been drawn together by experts and illustrated in context for staff in a thought-provoking way, enabling them to anticipate / respond to the needs of disabled guests.

## **How to use the 'welcoming disabled guests' CD-ROM**

Designed to be used individually, each user can progress at their own pace. Users may complete all sections in one session, or work through one module at a time. It takes up to half an hour to complete each of the first three modules and about 10 minutes to take the interactive test.

Text screens together with visual tasks and quizzes make the learning experience interesting, stimulating and fun. There are a number of sound clips to supplement the text, which are accessed by placing the mouse cursor over the photographs. The CD-ROM can be used without sound.

Navigation is via 'forward' and 'back' buttons. Each task or quiz contains the necessary instructions for completion. The answer to all quizzes can be found in the text.

After working through three modules, there is a test where participants must answer 10 or more of 12 questions correctly to receive a personalised certificate confirming their achievement. Users can return and access the CD-ROM as often as they wish, making it both a valuable reference tool and useful source of refresher training.

Management control is achieved through the use of personal Keycode licences enabling an organisation to keep track of who has and has not completed the training. This provides significant advantages from the DDA compliance perspective.

## Summary of CD-ROM Contents

### module 1: why disabled people are important

An introduction to disability and a quiz to gauge users' existing awareness of relevant issues. Facts and figures are then presented in an informative and interactive way, which help the user identify with the needs, abilities and likely preferences of a person with a disability. Common myths are exposed, allowing staff to better understand the real needs of disabled people without making assumptions, which may be incorrect or cause offence.

Various types of disability are explored, including those that are less obvious, and sometimes unseen. Topics covered include:

- Who are we talking about - not just people who are blind, deaf or have mobility problems
- Disability equals diversity - no two individuals are the same
- Assumptions and prejudices - see the individual - not just the disability
- Barriers - including people's attitudes and the policies of organisations as well as physical obstacles
- The business case - over 11.7 million potential customers many of whom have families, friends and colleagues

*This module includes 6 different quizzes.*

### module 2: disability and the law

The Disability Discrimination Act 1995 (DDA) – the what, why and who. As with module 1, there is an initial quiz followed by detailed information. We examine policies, procedures and practices – looking at how these might affect a disabled person and what reasonable adjustments might be required.

Topics covered include:

- What is discrimination
- What constitutes refusal to serve, or worse service
- Provision of auxiliary aids and removal of barriers
- Enforcement and the Disability Rights Commission

*This module includes 5 different quizzes.*

### module 3: welcoming disabled guests

Here knowledge about disability and the law are combined to offer practical help in response to individual needs. We give you Top 10 Tips, and discuss the most appropriate language to use. Different disability groups are looked at, with ideas on practical help that may be required. The groups include people with:

- Physical disabilities
- Visual difficulties
- Hearing difficulties
- Learning disabilities
- Mental health issues
- Other disabilities

Various scenarios are considered including:

- Interviewing disabled people
- Delivering services to disabled guests
- Talking to disabled people on the telephone

*This module includes 7 different quizzes.*

#### **module 4: interactive test**

The final test consists of 12 multiple choice questions randomly drawn from our question bank.

Users may only take this test once they have completed the 3 core modules. They have 3 attempts to pass before the programme resets and requires the modules to be re-worked. If 10 or more questions are answered correctly a personalised certificate can be printed on an attached printer.

Certificates have a section that can be signed by the user's manager, thereby providing management control. The Certificates are accepted by assessors for the British Hospitality Association's 'Excellence Through People' programme.

#### **reference library: a variety of additional information**

This contains a glossary of disability related terms together with substantial download sections:

- Useful contacts, publications and statistics
- What the DDA requires employers to do
- Overview of rights and responsibilities under the DDA
- Powers of the Disability Rights Commission (DRC)

#### **In summary**

This is the only measurable disability awareness training programme available. It is widely recognised throughout the hospitality industry. The low cost and time required to complete the programme, together with its auditability makes the CD-ROM particularly effective when demonstrating compliance with the DDA.

£99.00 + VAT for one CD-ROM, including 10 single user keycodes. Discounts for larger orders.

#### **You can make a real difference if you know how!**

To place your order or for further information please contact our partners in this initiative:

The Grass Roots Group UK Limited Diversity Services  
Pennyroyal Court, Station Road, Tring, Herts HP23 5QZ  
Tel: 0845 080 1065 e-mail: disabilityCD@grg.com

Or contact Chris Grace directly at:

In Your Stride Ltd. 49 The Meadway Shoreham-by-Sea West Sussex BN43 5RN  
Tel: 01273 464 518 e-mail: Solutions@InYourStride.com web: www.InYourStride.com

System: IBM compatible PC with 32MB RAM (preferably 64MB), 16 BIT colour display minimum  
Requirements: resolution 800 x 600, Microsoft operating system 98 or above, 8 x CD drive, optional soundcard.