

Factsheet 6 – Training for equality

Introduction

Training your staff will give them the confidence that they need to make disabled people feel welcome. Surveys show that staff attitudes is one of the most important factors for customer satisfaction. Confident, friendly and helpful staff will make all your customers, feel welcome. Disability training should be part of your training plans or policies.

In many existing buildings it can be difficult or impossible to remove all barriers to access, but good training can help minimise the effect of them. Training is also necessary even in accessible environments. An example may be of an organisation that has purchased an induction loop for use by hearing aid users, but has not trained its staff in its use.

What training should cover

A comprehensive training course should cover disability equality and awareness and should include:

- the context of disability, including history, politics, society, health, education, media
- social and medical models of disability
- legal requirements, for example the DDA
- physical, sensory, intellectual, institutional and attitudinal barriers

- customer service, for example language and etiquette, acceptance of diversity
- some specific impairments and how to identify and meet access needs
- how to provide access to information, buildings, services, meetings and events
- sources of information and support

Further guidance and finding trainers

The Museums, Libraries and Archives Council (MLA)

Victoria House

Southampton Row

London WC1B 4EA

Tel: 020 7273 1444

Fax: 020 7273 1404

Email: info@mla.gov.uk

Website: www.mla.gov.uk

University of Cambridge

Database of disability equality trainers

Disability Resource Centre

Keynes House

Trumpington St

Cambridge CB2 1QA

Tel: 01223 766903

Email: ucam-disability-trainingdb@lists.cam.ac.uk

Website: www.cam.ac.uk/cambuniv/disability/university/trainingdb