

Protect Your Business



Simply, quickly and cost-effectively with **Interact** from Configure

So far, over 65,000 employees across a wide range of companies and organisations have been trained using **Interact** including: **Matalan, Ottakars, Laura Ashley, and Howdens.**

The Best Solution For Your Business

- Very low implementation cost per employee
- Simple to deliver
- Minimal management time required
- Low impact on normal staff duties
- Helps protect against legal proceedings
- Track training and assessment progress online
- Cost-effective training tool for all business types
- Robust audit trail of assessments

Configure is the largest commercial disability access consultancy in the UK and Ireland, providing integrated solutions for businesses to meet their obligations under the Disability Discrimination Act. By working closely with disabled people we've developed a comprehensive range of cost-effective and easy to implement services that include access audits, auxiliary aids and equipment, building adjustments, and staff disability equality training.

To talk to us about how Inclusion can meet your
TRAINING needs, CALL NOW ON 07812 034533

or email info@inclusion.me.uk

This information is available in alternative formats

www.inclusion.me.uk

The Disability Discrimination Act 1995

Your Legal Obligation

Under the Disability Discrimination Act 1995, as an employer, you are responsible for the actions of your employees.

The Act makes it unlawful for service providers to:

- Refuse to provide a disabled person with a service which is provided to others
- Offer service on different terms
- Offer a different standard or manner of service

Staff Training is Essential

The Act makes specific provision for disabled people who suffer discrimination to claim compensation for injury to feelings or loss of dignity. If you fail to provide adequate disability equality training to your employees, **you may not be able to defend a claim in court** for any discriminatory actions by them.

The **Interact** Training Programme has been developed in consultation with training and disability awareness professionals to meet the needs of employers and includes:

- **Interact** Training Film
- **Interact** Learning Handbook
- Employee Assessments and certification
- Online checking of assessment results
- Robust training and assessment audit trail should you need to defend a claim against your organisation

Consider the following:

Fact

There are around 10 million disabled people in the UK with an estimated £80bn to spend. Can you afford to turn them away?

Fact

41% of disabled people say that good customer service is their top priority

Fact

A successful case brought against you could cost you money, harm your business and damage your reputation

Call now to book a **FREE** consultation with a Disability Discrimination Act expert

07812 034533

or email
info@inclusion.me.uk

www.inclusion.me.uk

The Disability Discrimination Act 1995

With the **Interact** Training Film at its heart, the complete Configure Disability Equality Training Programme includes everything you need to deliver relevant and effective training throughout your organisation.



Interact Training Film

The **Interact** Training Film has been developed in response to the needs of employers, and in consultation with legal and disability awareness experts.

Used together with **Interact** Learning Handbooks and **Interact** Employee Assessments, this cost-effective training solution increases your employees' awareness of disabled customers and their needs. It also gives you a comprehensive online record of an individual's training and assessment history should you need to rely on it.

The film runs for 24 minutes, and uses a series of role-plays to highlight good and bad practice and features disabled people in everyday situations.

Executive and Senior Manager Briefing

Configure's Legal Director will brief you on:

- The impact of the Disability Discrimination Act on your business
- The legal framework of the Act
- The business case for taking action
- Making reasonable adjustments to the disabling environment
- Your obligations as an employer under section 58/5 of the Act
- Includes disability equality training for each delegate

Train the Trainer Training

Designed to prepare internal training personnel to deliver the **Interact** 2 hour Training Programme:

- Step-by-step guidance on session structure, preparation, and delivery
- The Disability Discrimination Act and the need to make reasonable adjustments
- Includes disability equality training
- Trainer's notes and individual copies of the **Interact** Learning Handbook

Employees watch the short **Interact** Training Film

Interact Learning Handbook reinforces key learning points

Employee goes online and takes the Internet based **Interact** Employee Assessment

Certificates issued to the employer for each employee that passes

Assessment results securely archived to ensure that you can prove your company's commitment to disability equality should the need arise

Interact 2 Hour Training Programme

Supplied as a comprehensive presentation including supporting materials for in-house delivery:

- Durable free-standing A3 flip-chart presentation
- Royalty-free work sheets
- Detailed trainer's guidance notes and script
- Royalty-free evaluation questionnaire
- Free copy of the **Interact** Training Film included
- **Interact** Learning Handbook included
- Incorporates the use of **Interact** Employee Assessments
- Also available in electronic format