

Confidently Serving People with Disability: Module Outcomes

Module One: You And Your Organisation

This module will enable you to understand how the DDA may affect your organisation and your own work, by examining what 'disability' means. You also consider how accessible your goods and services are to people with disabilities.

After completing this module, you will be able to:

- Demonstrate a clear understanding of the terms 'disability' and 'discrimination'
- Assess the scale of disability in the UK
- Identify ways in which you and your organisation interface with people with disabilities.

This module will take you about 40 minutes to complete.

Module Two: The DDA

This module focuses on the DDA. The Disability Discrimination Act (DDA) 1995 (and 2005) deal with the rights of disabled people and the duties and responsibilities of employers and service providers.

After completing this module, you will be able to:

- Describe the key features of the DDA
- Relate aspects of Part III of the DDA to your own work
- Explain what a reasonable adjustment is and show how this can be done in practice
- Disability Equality Duty and its effect on public authorities

This module will take you about 50 minutes to complete.

Module Three: Making services more accessible

In this module you will look at how you and your organisation can make your services more accessible. You will have already considered some of the ways in which the needs of people with disabilities have to be addressed. This module will look at ways in which service providers can make their services more accessible.

After completing this module, you will be able to:

- Identify potential barriers to delivering services to people with disabilities
- Discuss the pros or cons of adopting medical and social models of disability.

This module will take you about 30 minutes to complete.

Module Four: Making Information More Available

In this module you will concentrate on how your organisation can make information more accessible. Most organisations produce a lot of information for both their internal and external customers. The DDA Part III Code of Practice includes providing accessible information as one of adjustments that service providers need to make.

After completing this module, you will be able to:

- Analyse customer information for its accessibility to a person with a disability
- Suggest alternative formats to make information more available.

This module will take you about 30 minutes to complete.

Module Five: Making The DDA Work

This module focuses on making the DDA work in practice, by looking at a number of organisations that can help you to fulfil your obligations under the DDA.

After completing this module, you will be able to:

- Identify exemptions to the DDA
- Identify sources of further information about the DDA
- Explain the role of the DRC.

This module will take you about 30 minutes to complete this module.

Module Six: End Of Course Assessment

Now you have completed the course you must undertake the assessment, in which you will be given feedback as to your results. A certificate will be generated upon successful completion.