



**ABILITY**  
CONSULTANCY  
(NW) LTD



# Services for Organisations

**Breaking down the barriers and stigma  
of disability**

**Disability Awareness, Equality, Diversity &  
Wellbeing Training and Consultancy Services**



# Who we are

Ability Consultancy (NW) Ltd is an Equality and Diversity education and training provider specialising in disability awareness, accessibility and inclusion. We support all types of organisations to be compliant and meet the needs of their client base.

We offer a range of generic and bespoke services, including online courses and face to face training and support, including reviewing how effective your current policies and procedures are.

We are committed to changing perceptions of disability and diversity enabling businesses to develop strategies that not only support their customers but employees too, therefore reducing the opportunities for non-compliance and potential action against the organisation.

Ability Consultancy's aims are:

- To ensure all businesses are compliant
- To build understanding and confidence in the areas of equality, diversity and disability awareness to all
- To ensure inclusivity and accessibility is part of everyday business activities
- To provide a friendly first-hand experience approach to quality, diversity and disability education and training



# Why choose Ability Consultancy

- Established by disabled people who share their lived experiences
- Claire Buckle, the founder, has over 20 years' experience working in equality and disability awareness and is a retired GB Para athlete
- Offers personalised flexible bespoke services
- Provides a flexible approach to learning either face to face or online
- Members of the government's North West Disability Stakeholder group – shaping the National Disability Strategy to be published in 2021
- We are members of the CPD Certification Service
- Driven by breaking down the barriers and stigma of disability, accessibility and inclusion to ensure a fully inclusive society

## What people say

**"Fantastic - everyone should have this training"**

**"Excellent informative session - Practical was amazing but eye-opening"**

**"The personal experience brought it to life - Very Good throughout"**

**"Excellent - will help develop our E&D work thank you"**



# What we offer

We have a number of generic training and business support opportunities. If there is a specific area or topic in which you require training opportunities or support please ask a member of our team.

**Disability Awareness** - to provide knowledge and experience to staff of all the different types of disability, both physical and mental. To break down the barriers of disability and provide the staff with practical hands-on experience.

## **Key areas to be covered:**

- Definition of disability
- What are physical disabilities?
- What are hidden disabilities?
- Terminology
- Characteristics of each disability
- The law – Disability Hate Crime, Equality Act overview



## **Activities:**

- Different types of disability – Physical v mental v learning
- Terminology activity
- Sight activities with sight loss simulation goggles
- Hearing activities
- Experience everyday activities with a different limitation (use of one hand, using crutches or sticks while walking), over-complicated instructions to do a simple task

*Session duration 2.5 hrs*

*Cost based on number of participants*

*Course is available online via e-learning or via Zoom*



**General Disability Awareness** - a more detailed course on Disability Awareness, addressing the wider issues and models of disability. This course is aimed at customer-facing staff to help break down the stigma of disability.

**Key areas covered:**

- Introduction to disability
- Models of disability
- Myths and stereotyping
- Effective communication and top tips
- Inclusion and barriers faced by disabled people
- Things to consider when engaging with a person with a disability

**Activities:**

- Disability Quiz – test your knowledge!
- Terminology
- What inclusion looks like
- Equality Act
- Experience everyday activities with a different limitation (use of one hand, using crutches or sticks while walking), over-complicated instructions to do a simple task

*Session duration 6 hrs*

*Cost per session £1,000 for a course of up to 20 participants; any additional participants £65 per person*



**Inclusion and Discrimination** - an informal session introducing inclusivity to clubs and organisations

**Key areas covered:**

- What is inclusivity?
- Difference between diversity and inclusivity
- What does inclusivity look like for your organisation?
- Identifying things to support inclusion in your organisation
- What is discrimination?

**Activities:**

- What are the inclusive characteristics?
- Draw what inclusivity might look like and match people to different categories
- Two discrimination activities

*Session duration 2 hrs*

*Cost per session delivered £ 30 per person \*minimum 10 people attending*

**Equality and Diversity** – This introductory course is aimed at anyone looking to understand more about Equality and Diversity.

**Key areas covered:**

- Overview of the Equality Act 2010
- Who does the Act apply too?
- What are the employer responsibilities?
- How to remove barriers and promote diversity and understanding in the workplace
- Overview and examples of the protected characteristics
- Types of discrimination in the workplace and how to report it
- How to promote Equality and Diversity

*Session duration 3 hrs*

*Cost per session £500*



**How inclusive are your services?** - we conduct a full audit and review on your current services to ensure they are delivering an inclusive service.

**Service includes:**

- Undertake a full delivery review including structure, plan adaptations and the delivery
- Provide a personalised report and plan to support the organisation to continue to provide a high-level service to all no matter of their needs.
- Conduct a SWOT analysis to assist the ongoing development of the organisation

*Duration – Flexible depending on the need*

*Cost – Flexible depending on the need*

**Staff audit** – undertake a full staff audit to establish the gaps in knowledge or skills

**Service includes**

- Undertake a full audit of staff (either via a mystery shopper visit or watching a session) and survey
- Review and evaluate the outcomes
- Produce a report including a Training Needs Analysis and recommendations to the club and organisation

*Duration - flexible*

*Cost - flexible depending on the nature of the audit*

**Bespoke course available on request**



For more information please check out our website at  
[www.ability-consultancy.co.uk](http://www.ability-consultancy.co.uk)

Or contact one of our consultants on  
[info@ability-consultancy.co.uk](mailto:info@ability-consultancy.co.uk)  
or telephone 07799770362

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