

# Disability Awareness Seminar

Tuesday 21<sup>st</sup> November 2006

Venue: ABTA, 68-71 Newman Street, London, W1

There are over 8.6 million people with disabilities in the UK and, of these, at least 2.5 million travel regularly with their friends, family or carers. Still leaving a huge number of the population that wish to travel but are currently unable to do so. This course will encourage delegates to think about the issues around disability awareness, while discussing how we can improve communication and customer care levels to enhance the quality of the service we offer across the industry.

## Why Attend?

The issues surrounding disability discrimination is something that have been high up on the agenda over the last few years. However, there are still questions about how the Disability Discrimination Act (DDA) affects best working practise and general accessibility issues from individual and business point of view.

This half-day seminar combines both practical elements and specialist presentations from the Royal National Institute of the Blind (RNIB) and Disability Awareness Trainer Richard Gray. It is suitable for all staff and offers guidance on how to improve your business for disabled customers and will help you to act within your legal requirements.

The course is enjoyable, highly interactive, informative and requires delegate participation.

## The Programme...

- 09:30 **Registration**  
10:00 **Introduction**  
*Keith Richards, Head of ABTA  
Consumer Affairs*
- 10:10 **What is the DDA and how does it affect me?**  
*Keith Richards, Head of Consumer Affairs ABTA*
- Introduction to the DDA
  - What kind of disabilities could I encounter?
- 10:40 **What can I do?**  
*Sue Thomas, RNIB*
- Your customer approach
  - Your surroundings
  - Access audits
- 11:10 **Question and Answer**  
11:20 **Coffee**  
11:30 **Communication and Customer care**  
*Richard Gray, Disability Awareness Trainer*
- What barriers are there?
  - Effective ways of removing barriers
  - Practical session
- 11:50 **Workshop**  
*Sue Thomas, RNIB*
- Skills required for guiding blind or partially sighted customers
  - Think on your feet (*dealing with unexpected occurrences*)
  - Communication and interpersonal skills
- 12:30 **Finish**  
(All sections include time for Q & A)



[www.abta.com/seminars.shtml](http://www.abta.com/seminars.shtml)



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Company name.....

Full company address.....

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Delegate names

Job title

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Contact number.....

ABTA number..... e-mail address.....

**Cost to ABTA members and Travel Industry Partners:**

£80 + VAT (£94.00)

**Cost to non members:**

£120 +VAT (£141.00)

ABTA Member [ ]

Non Member [ ]

**I enclose a cheque for £.....**

(Cheques to be made payable to the Association of British Travel Agents Ltd)

**Please contact me I would like to pay by credit / debit card**

(Visa or Mastercard only)

Any cancellation must be notified to us in writing. No refunds will be payable for cancellations made within 7 days of the event, however, substitute delegates are welcome. It may be necessary to cancel the event if minimal delegates book, however the event will not be cancelled for this reason less than 7 days pre event.

If you would prefer that your contact details were not made available to the speakers of this event please tick this box

Please add my email address to the ABTA future events update list

Please complete this form and post it to Events Department, ABTA, 68-71 Newman Street, London W1T 3AH, or fax to 020 7307 1920.

Phone 020 7307 1956 or 1979 with queries or e-mail [seminars@abta.co.uk](mailto:seminars@abta.co.uk)