



**Manchester Deaf Centre
Crawford House
Booth Street East
Manchester
M13 9GH**

**T: 0161 273 3415 / 07917 368832
www.manchesterdeafcentre.com
business@manchesterdeafcentre.com
Registered Charity Number: 1110373
Company Number: 5277257**

Workplace Training and Development

**At Manchester Deaf Centre we can help you to make
your business accessible and welcoming to deaf and
hard of hearing customers and employees.**

**We provide affordable training and development
opportunities for your staff team.**

About our training:

Did you know:

- there are more than 10 million people in the UK with some form of hearing loss, which is roughly 1 in every 6 people?
- British Sign Language (BSL) is a different language to English; it has its own structure and grammar, and is the first language of over 125,000 people in the UK?

Deaf people face many barriers every day, including difficulties with accessing company help lines, customer services, websites and general communication.

Our training equips your staff with the awareness, skills and confidence required to make your business friendly and accessible for deaf people, and to meet your customers' needs according to The Equalities Act (2010).

We offer both short courses and longer-term learning opportunities for individuals and organisations.

We can also tailor training to make it specific to your business, and we offer delivery here at the Deaf Centre, or at your preferred venue, or online.

For more information, to make a booking, or to discuss your training needs, please contact us:

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Our training:

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Online Deaf Awareness

Relevant for: all staff
Delivery method: online (via Zoom)
Course length: 2 hours

Course Outline: Our Deaf Awareness courses aim to raise your awareness of different types of hearing loss and provide you with communication tactics and best practice when dealing with D/deaf colleagues, customers and clients.

This 2-hour webinar is a shorter version of our standard Deaf Awareness courses, designed for online delivery. It is perfect as a staff training and development option where staff are working remotely or furloughed due to Covid-19. Content includes:

- differences in communication needs according to a person's type of deafness
- British Sign Language vs English
- differences between hearing and deaf cultures
- technological aids and equipment
- communication support, note-taking and interpreting services
- communication skills
- simple ways you can improve your service

Delivered by one of our experienced, profoundly Deaf tutors.

Cost: £300 **Maximum group size:** 12

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Online Deaf Awareness for Healthcare Staff

Relevant for: all staff who work in healthcare settings
Delivery method: online (via Zoom)
Course length: 2 hours

Course Outline: Tailored to the needs of healthcare staff, this interactive online session aims to raise your awareness of the common barriers experienced by people who are deaf or hard of hearing when accessing healthcare services. It will provide you with communication tactics, best practice, and simple ways to improve your service.

Content includes:

- understanding different levels of hearing loss
- British Sign Language vs English
- differences between hearing and Deaf cultures
- communication skills and tips
- issues with mask wearing
- improving systems
- Accessible Information Standard
- communication support available / BSL–English interpreters

Delivered by one of our experienced, profoundly Deaf tutors.

Cost: £300 **Maximum group size:** 12

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Online Interpreter Awareness for Healthcare Staff

Relevant for: all staff who work in healthcare settings
Delivery method: Zoom webinar
Session length: 1 hour

Session Outline: Written and presented by a professional sign language interpreter, the aim of this session is to increase understanding and improve practice amongst healthcare staff in using British Sign Language (BSL) interpreters to communicate with Deaf patients. Content includes:

- understanding the role of a sign language interpreter
- why a sign language interpreter is necessary to facilitate communication with a Deaf person
- how interpreters can assist healthcare staff as well as the Deaf person
- practical advice on how to work with interpreters in a healthcare setting, including examples of good and bad practice
- practical issues such as who pays for an interpreter

By the end of the session, staff will feel more confident in meeting a Deaf person and working alongside a BSL interpreter. The learning will contribute to improving the experience of Deaf individuals when accessing medical appointments.

The session is delivered in webinar format, with opportunity to ask questions.

Cost: £150 **Maximum group size:** 20

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Deaf Awareness

Relevant for: all staff
Delivery method: face to face
Course length options: half a day (3 hours)
full day (5 hours plus a lunch break)

Course Outline: Our Deaf Awareness courses aim to raise your awareness of different types of hearing loss and provide you with communication tactics and best practice when dealing with D/deaf colleagues, customers and clients. Our face to face courses include interactive activities. Content can be tailored to the needs of your organisation, and will include:

- differences in communication needs according to a person's type of deafness
- British Sign Language vs English
- differences between hearing and deaf cultures
- technological aids and equipment
- communication support, note-taking and interpreting services
- communication skills
- simple ways you can improve your service
- a basic introduction to British Sign Language covering fingerspelling, names and introductions (full day course only)

Delivered by one of our experienced, profoundly Deaf tutors.

Half Day Course	Cost: £350	Maximum group size: 20
Full Day Course	Cost: £600	Maximum group size: 20

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Deaf Awareness and Interpreter Awareness for Healthcare Staff

Relevant for: all staff who work in healthcare settings
Course length: 4 hours
Delivery method: face to face only

Course outline: The aim of this training is to raise Deaf awareness in order to ensure that a Deaf British Sign Language user's experience of attending a medical appointment is on a par with that of a hearing person. Content includes:

- an exploration of the specific barriers experienced by Deaf people when accessing healthcare services
- a brief overview of the Equality Act 2010 and Accessible Information Standards 2016
- Key information about British Sign Language, language levels, and the ineffectiveness of 'writing things down'
- why it is not appropriate for a family member or friend to interpret in medical appointments
- how to work with sign language interpreters
- issues with face masks and COVID-19

The course is co-tutored by a highly experienced profoundly Deaf tutor and a professional sign language interpreter. The delivery method consists of presentation, case studies, interactive activities and role play scenarios.

Cost: £600 **Maximum group size:** 20

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Online Inclusive Employment

Relevant for: managers, supervisors, and HR staff
Course length: 2 hours
Delivery method: online (via Zoom)

Course outline: This course has been written with reference to and in support of the Greater Manchester Good Employment Charter (<https://www.gmgoodemploymentcharter.co.uk>), which sets standards of good practice for inclusivity in employment.

We look at the 7 characteristics of the scheme and explain in which of these areas adjustments may need to be considered in order for your organisation to become an inclusive employer in relation to D/deaf and hard of hearing communities. By the end of the training you will have:

- an increased understanding of the barriers that D/deaf people face specifically in finding and sustaining employment
- guidance regarding strategies and procedures that your organisation can adopt to meet the needs of a D/deaf jobseeker or employee

This webinar is delivered by a profoundly Deaf tutor who also has extensive experience in supporting D/deaf jobseekers and employees to take up opportunities within hearing workplaces. There will be opportunity for detailed discussion, questions and answers.

Cost: £300 **Maximum group size:** 6

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Online Access To Work

Relevant for: managers, supervisors, HR staff and D/deaf employees who are unfamiliar with the Access to Work scheme

Course length: 2 hours

Delivery method: online (via Zoom)

Course Outline: Access to Work is a government funded scheme that aims to help people with disabilities start and sustain employment. This short training session provides an introductory overview of the scheme. By the end of the session you will have gained an understanding of:

- how the scheme can be used to meet the costs of making recruitment processes and workplaces accessible and inclusive for deaf and hard of hearing people
- eligibility criteria
- how much can be claimed
- the claims process
- what happens when circumstances change after an award has been made

This training session is delivered by a profoundly Deaf tutor who also has extensive experience in supporting D/deaf jobseekers and employees to take up opportunities within hearing workplaces. There will be opportunity for detailed discussion, questions and answers.

Cost: £300 **Maximum group size:** 6

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Online Introduction to British Sign Language

Relevant for: all staff
Course length: 5 hours (1 hour per week)
Delivery method: online (via Zoom)

Course Outline: British Sign Language is a rich and beautiful language comprised of hand gestures, facial expressions and body movements. It is also a lot of fun to learn.

This online version of our 5 hour introductory course takes place in a live, interactive online classroom, led by one of our experienced tutors who is a native BSL user.

It will provide an insight into this fascinating visual language, and equip you with the basic skills needed to engage in conversation with a staff member or a customer whose first language is British Sign Language. Content will usually include:

- welcomes and introductions
- names
- finger spelling
- introduction to work related vocabulary tailored to your organisation

Perfect as a training and development option for staff who are currently furloughed or working from home.

Cost: £350 **Maximum group size: 5**

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Introduction to British Sign Language

Relevant for: all staff
Course length: 5 hours or 10 hours (1 or 2 hours per week)
Delivery method: face to face

Course Outline: British Sign Language is a rich and beautiful language comprised of hand gestures, facial expressions and body movements. It is also a lot of fun to learn.

Our Introduction to BSL courses provide an insight into this fascinating visual language, and equip you with the basic skills needed to engage in conversation with a staff member, customer or client whose first language is British Sign Language. Content will usually include:

- welcomes and introductions
- names
- finger spelling
- introduction to work related vocabulary tailored to your organisation
- numbers and time
- simple directions
- food and drink

5 Hour Course	Cost: £500*	Maximum group size: 15
10 Hour Course	Cost: £800*	Maximum group size: 15

*minimum fee, covers up to 8 participants. Additional fees may apply for larger group sizes. Please contact us to ask for a quote.

For more information, to make a booking, or to discuss your training needs, please contact us:

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Accredited Courses: BSL Levels 1, 2 and 3

Longer term learning opportunities

Our British Sign Language courses are a perfect option for staff who would like to progress to a qualification in BSL or are seeking a longer-term learning opportunity.

We are registered centre with Signature, which is the leading awarding body for BSL qualifications, and we currently deliver **Levels 1–3**.

For an overview of Levels 1–3 please visit Signature's website:
<https://www.signature.org.uk/british-sign-language>

Individual places on courses running on our open programme can be booked through our website:
<https://www.manchesterdeafcentre.com/services/bsl-courses/>

To discuss a bespoke booking for your organisation please use the the contact details below.



For more information, to make a booking, or to discuss your training needs, please contact us:

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Our tutors:

All of our tutors are fully qualified and experienced in delivering training. They are also all profoundly Deaf native British Sign Language (BSL) users.

All of our training is delivered in BSL, which provides opportunity for a unique and authentic learning experience for participants. Where necessary, a fully qualified BSL Interpreter will be present to assist with the facilitation of communication between teacher and participants.



Jonathan Slack

Jonathan has taught BSL Levels 1–6 and courses on Deaf Awareness and Deaf Culture for many years. He is a qualified teacher, assessor and internal verifier.

Anita Kanji

Anita tutors our Deaf Awareness and BSL courses. She has 20 years' tutoring experience and became a qualified teacher (P.G.C.E.) in 2015.



Dipti Patel

Dipti is a qualified teacher delivering a variety of employment-related training through the Deaf Centre. She also teaches BSL courses.

Interpreter and Communication Support Bookings

We provide a booking service for the following communication professionals:

- British Sign Language–English Interpreters
- Deaf Intermediary Interpreters
- Registered Sign Language Translators
- Lipspeakers
- Electronic Note Takers

We only provide fully qualified, experienced language professionals who are suited to your booking request. For further information and to make a booking, please visit our website:

<https://www.manchesterdeafcentre.com/services/booking-an-interpreter/>

Specialist Deaf Employment and Enterprise Advice*

Our team of employment advisers can assist your D/deaf jobseeker or employee with work-related issues. For example:

- providing advice to employee and employer regarding workplace adjustments
- assisting with applications to the Access to Work scheme

* service available to residents of Greater Manchester

For more information or to make a referral please email

waite@manchesterdeafcentre.com



Testimonials

Online Introduction to British Sign Language

“Excellent introductory course that took me from zero knowledge of BSL to a good basic knowledge and greatly increased my interest to progress. The tutor and interpreters were excellent.”

Paul McGowan, Lloyds Banking Group

Online Deaf Awareness

“The deaf awareness session delivered remotely was interesting, engaging and ran seamlessly in my view. Not just the content but all the facilitators/presenters involved. Any preconceptions that anyone may have had about deaf people or people with hearing loss was eliminated within minutes. It was powerful, and it made me think more around the ways in which deaf people communicate, and about deaf identity and culture.

Overall, a very informative course, opened my eyes to the emotional impact of hearing loss. I thought I had an understanding of Deaf people – I didn’t.

Bridgeen Kane, Risk Manager, Oldham CCG

Online Deaf Awareness

“This course has allowed me not to be “scared” to try to converse with a Deaf/deaf person. It was extremely eye opening and I am very glad I attended, I no longer feel that I would be unable to have a discussion with a person who is Deaf. Thank you.”

Jane Harris, NHS

Online Deaf Awareness

“I really enjoyed all aspects of the course! It was very insightful to hear [the tutor’s] experiences and has got me thinking about how we could make our service more accessible for our service users. I think the training will adapt my practice and increase our awareness as a team.”

Specialist Speech and Language Therapist, NHS