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Workplace Training and Development

We aim to help make your business accessible and welcoming to deaf and hard of hearing customers, service users and employees.

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About Our Training



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

Our training equips your staff with the awareness, skills and confidence required to make your business friendly and accessible for deaf and hard of hearing people, whilst meeting your customers needs according to The Equality Act (2010). Training can be tailored to meet your business needs and can be delivered online or at your preferred venue.

All of our training is delivered in BSL, providing an opportunity for a unique and authentic learning experience for participants. A fully qualified BSL interpreter will be present to assist with the facilitation of communication when needed between teacher and participants.



Deaf Awareness Training



Relevant for: All

Delivery method: Face to face

Course length: Half a day (3 hours) OR Full day (5 hours plus break)

Course Outline: Our Deaf Awareness courses aim to raise your awareness of different types of hearing loss and provide you with communication tactics when dealing with deaf colleagues, customers and clients. Our face to face courses include interactive activities.

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
- A basic introduction to British Sign Language covering finger-spelling,
- Names and introductions (full day course only)

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

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

Online Deaf Awareness Training



Relevant for: All

Delivery method: 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 when dealing with deaf colleagues, customers and clients. It is a perfect opportunity for self development and help spread awareness of the deaf community.

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
- Note-taking and interpreting services
- Communication skills
- Simple ways you can improve your service

Cost: £300 **Maximum group size:** 12



Online Deaf Awareness for Healthcare Staff



Relevant for: All staff who work in healthcare settings

Delivery method: 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:

- Communication support available / BSL-English interpreters
- 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 Standards

Cost: £300 **Maximum group size:** 12



Online Access To Work Training



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

Course length: 2 hours

Delivery method: Zoom

Course Outline: Access to Work is a government funded scheme that aims to help people with disabilities, as well as start and sustain employment. This short training session provides an introductory overview of the scheme.

Content includes:

- Understanding 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
- Discussing how much can be claimed and the claiming process
- Understanding 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 deaf job-seekers 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

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. The learning will contribute to improving the experience of deaf individuals when accessing medical appointments.

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
- Advice on how to work with interpreters in a healthcare setting
- Practical issues such as who pays for an interpreter

Cost: £150

Maximum group size: 20



Online Introduction to British Sign Language



Relevant for: All

Course length: 5 hours (1 hour per week)

Delivery method: 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:

- Introduction to work related vocabulary tailored to your organization
- Welcomes and introductions
- Names and Finger spelling

Cost: £350 **Maximum group size:** 5



Introduction to British Sign Language



Relevant for: All

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
- 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.**

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 a registered centre with Signature, which is one of the UK's leading awarding bodies 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 program can be booked through our website:

<https://www.manchesterdeafcentre.com/services/bsl-courses/>

**To discuss a bespoke booking for your organisation please
contact us at business@manchesterdeafcentre.com
or on 0161 273 3415**



Meet Our Tutors



Jonathan Slack 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.



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



Anita Longstaffe-Cox is a qualified teacher with over 12 years of experience in teaching BSL.



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



Jennifer Brown is a fully qualified and highly skilled teacher. She has over 30 years experience in teaching Deaf Awareness, British Sign Language and bespoke courses in educational, professional, workplace and community settings.

Other Services



Interpreter and Communication Support Bookings

We are able to provide the following communication professionals: British Sign Language/English Interpreters, Deaf Intermediary Interpreters, Registered Sign Language Translators, Lip-speakers and Electronic Notetakers. We only provide fully qualified and experienced communication 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/> or email bookings@manchesterdeafcentre.com or contact 0161 273 3415.

Specialist Deaf Employment and Enterprise Advice

Our team of employment advisers can assist your deaf job-seeker or employee with work-related issues. For example: providing advice to employee and employer regarding workplace adjustments or assisting with applications to the Access to Work scheme.

For more information or to make a referral please email waite@manchesterdeafcentre.com

Testimonials



Deaf Awareness

"I really enjoyed the activities and the fact that no answer was a silly answer. It made it easier to open up about our, albeit completely unintentional, ignorance in the topic. The lip reading exercise was great and I loved the exercise with the letters missing. It really surprised me at how often we probably expect people to just infer context from what we're saying but we don't realize how hard it is to do when you can't hear".

Fatima B, Home Start

Online Deaf Awareness

"It was all very informative covering various relevant topics that I wanted to know about. The administration was excellent. I applied late to do the course, the team from the Deaf Centre were very helpful and enabled me to join at late notice. The handout post event has been sent out promptly and is very informative and useful."

Christine Amica, Manchester City Council

Interpreter Awareness

"Helpful information to assist us when using BSL interpreters with our Physiotherapy patients. Increased insight into the difficulties facing the deaf patient when accessing NHS services."

Physiotherapist, Salford Royal Foundation Trust

Online Introduction to British Sign Language

"I enjoyed that the session wasn't very busy. It gave us more time to practice with each other and learn more. It was really good to have input into what we learned each week and I wouldn't change anything."

Jade Whittle Stockport Homes

Stockport Homes Group
One team, transforming lives