

Becoming **Deaf Aware** can enhance your organisation both internally and externally

- » Create a better customer service experience for Deaf clients
- » Build relationships between Deaf and hearing staff
- » Develop and enhance inter-personal skills
- » Fulfil the requirements of the DDA and build stronger customer bases

By taking the positive steps forward and becoming **Deaf Aware** you are making a statement of dedication to equality for Deaf people and demonstrating your progressive approach to Deaf customers and staff.

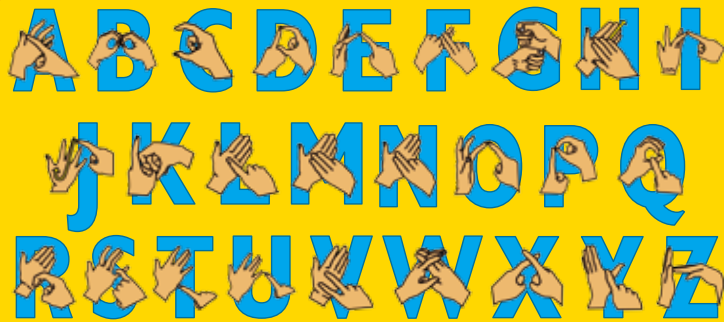
To find out more about becoming **Deaf Aware**, please contact the bid services communications team...

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*Signature*  
excellence in communication  
with deaf people



# deaf awareness training



With 9 million Deaf, Deafened and Hard of Hearing people in the UK, the need to fully understand how Deafness can affect service users, customers and co-workers is more vital than ever.

bid services' Deaf Awareness Training (fully accredited by Signature) will give you the skills and knowledge to improve communication, develop the services you offer to Deaf clients and build good relationships between Deaf and hearing members of staff.

#### What courses are available?

bid services remains one of the most flexible Deaf Awareness Training providers in the Midlands, offering both the Introduction to Deafness and full Signature Accredited Deaf Awareness Training courses.

# Signature Accredited Deaf Awareness Course

This fully accredited course encompasses the full range of subjects included in the Signature syllabus with modules on Communication, Language and Culture.

The course is held over one full training day in which students explore the course subject areas, take part in group work and receive comprehensive support materials to reinforce and enhance

the learning experience. Each student also receives a Deaf Awareness Booklet as a revision aid to help them prepare for a half-day follow-up session and exam.

As the course is regulated by the Signature exam board, candidates who successfully

complete the course receive a nationally recognised certificate of Deaf Awareness.

This, combined with the strong knowledge base you will have developed, provides the perfect opportunity to progress on to our British Sign Language (BSL) Level 1 courses.

## Introduction to Deafness

The Introduction to Deafness course covers Communication, Language and Culture during a three hour session. Training includes key units of the Signature syllabus alongside an introduction to basic sign language. The course's flexible nature allows you to focus on specific aspects of communication or culture to develop knowledge in the areas you need it most.

