

Who would benefit from the training, advice and support programmes:

- Senior management teams
- Operational managers and supervisory staff
- Human resources, equality and diversity personnel
- Customer service teams including administration and reception staff
- Product and service developers



I'm going straight back to work to talk to our HR department. We can do so much more to support people with disabilities to get in to work and I'm determined we'll do it.

Employer representative from Rooftops Housing Group.

I gained invaluable knowledge of disabilities through the training I received from the NSC... this training raised my awareness and skills considerably and my confidence in my ability helped me secure promotion to a support co-ordinator.

Stroud and District Foundation Homes.

If you are interested in supporting the work of the National Star College in other ways we will also be delighted to hear from you.

We can deliver our disability confidence programmes at your organisation or at the National Star College. Programmes can be delivered outside office hours if required.

Some of our programmes offer significant subsidies and free places dependent on funding. We will identify these opportunities when you register your interest.

Contact:
disabilityconfidence@natstar.ac.uk with your business requirements or ring us on **01242 527631** and ask for the Disability Confidence Team.

We will then work with you to put together the right package for you – whether for a one off training event or a whole organisation development programme.

***Become first choice for disabled people,
become disability confident.***

www.disabilityconfidence.co.uk

National Star College is a business name for The National Star Centre for Disabled Youth, a company limited by guarantee and registered in England (No. 522846). Registered Charity No 220239. VAT Registered No 656 0953 18. Registered Office: Ullenwood Manor, Cheltenham, Gloucestershire GL53 9QU

Disability Confidence

Putting The Ability Into Your Business



Why become disability confident?

Some facts:

- 1 in 5 people available for work in the UK has a disability
- The spending power of disabled people is estimated to be £80 billion
- 82% of disabled customers in the UK took their business to a more accessible competitor during 2006

National



inclusive • innovative • inspirational

Disability confident businesses improve their productivity through:



From: Employers Forum for Disability



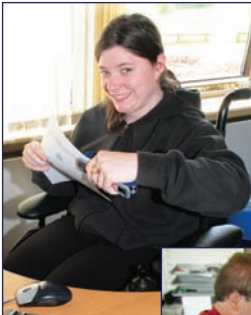
“ We are committed to working with people with disabilities to improve their employment chances and are planning to secure additional work placement opportunities to support people with disabilities to get into work. ”

Vertex Financial Services.

Benefits to your business include:

- Compliance with the Disability Discrimination Act
- Improved staff productivity and reduced sickness absence
- Better designed, user-centred goods and services for all customers
- Outstanding reputation with disabled customers, their friends and families

Work with the Disability Confidence team at the National Star College to gain these benefits for your business.



We are a specialist further education college working with disabled people to improve their living, learning and work opportunities. We have been delivering disability confidence training since 2000 to corporate employers, public sector and not-for-profit organisations.

Our training is unique and interactive – delivered by highly skilled trainers and disabled people.

Examples of support and training include:

- Legislative requirements – including Disability Discrimination Act 2005 and Disability Equality Duty 2006
- Recruitment and interview strategies
- Customer service training
- Disability confidence audits and team planning
- “Mystery shopper” visits
- Advice on identifying and paying for the ‘reasonable adjustments’ that will allow someone with a disability to carry out their job effectively

The talk was so powerful it really made me think about what we do as a business to support people with disabilities to get into work. I thought before it was about what we had to adapt to get someone into work. Now I recognise it’s about what we can gain by employing someone with a disability. ”

BMW Representative at Disability Confidence seminar at the Employability+ festival 2007.