

Information for 2016



NORTH WALES DEAF ASSOCIATION COURSE INFORMATION

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Registered Charity Number: 1048017

TRAINERS



JACKIE CLAYDON

Jackie has been developing and teaching Deaf Awareness for over 20 years throughout Wales and further afield. Trained in Manchester as a Lip-reading Teacher and London as a Technical and Rehabilitation Officer Jackie has many years' experience of working with deaf people and gained a wide range of knowledge and understanding of her subject.



LEE THOMAS

Lee is our Education Officer and having been deafened as a child Lee knows all too well the problems deaf children face in school and is putting his experiences to good use teaching Deaf Awareness and British Sign Language to teachers and school children enabling deaf children to overcome isolation and communication barriers.



PAM WILLIAMS

Pam is a native BSL user who has taught British Sign Language in Llandrillo College with great success for a number of years and will be teaching the BSL sessions for NWDA. Pam's sessions are tremendously useful for staff who meet the public regularly and are thoroughly enjoyable as well as covering basic everyday signs.



HOLLY PARRY

Holly became deaf at the age of 3 but attended mainstream school with 1 to 1 communication support before completing a degree at Bangor University. Since joining NWDA she has successfully completed PTLLS and CTLLS teaching qualifications and has become a valuable member of the teaching team.

Course Fees from 1st January, 2016

Deaf Awareness and Communication Training

One hour Deaf Awareness and Communication
taster session

£150 for up to 15 participants

Three hour Deaf Awareness and Communication Training

£350 for up to 15 participants

Six hour Deaf Awareness and Communication Training

£700 for up to 20 participants

British Sign Language (BSL)

Three hour BSL Taster Session

£350 for up to 16 participants

Three hour BSL Extension Session

£350 for up to 16 participants

Agored Accredited Entry Level 3 – 2 credits

10 hours over 5 weeks

£700 for up to 16 participants

Introduction to Sign Language

Agored Level 1 – 3 credits

15 Hours over 7 weeks

£1,200 for up to 16 participants

Total Communication in the work place

3 hour session Part I

£350 for up to 15 participants

3 hour session Part II

£350 for up to 15 participants

**For multiple courses we can negotiate reduced fees
so please contact our offices with your
requirements.**

WHY TRAIN?

In July 2013 NHS Wales published the All Wales Standards for Accessible Communication and Information for People with Sensory Loss. The Standards suggest “all staff should be trained in how to communicate effectively with someone with a sensory loss and the training should reflect a person centred approach, particularly important for clinical staff as the patients need to understand what is being communicated to them.” This standard would be an appropriate standard for all organisations to follow. North Wales Deaf Association is able to deliver training to your staff in an efficient and practical way with minimum disruption to your staff and services.

How can we help you in this important area?

- ❖ **We can offer you a professional training course, for up to 20 staff.**
- ❖ **Our courses can be adapted to meet both your organisation and client requirements**
- ❖ **Learning with us is an active and enjoyable experience, which makes use of simulated activity exercises and a range of different resources.**
- ❖ **Training can be delivered at the place of work for either a full or half-day sessions.**
- ❖ **Training can cost from as little as £3.75 per person per hour of training**

BOOKING A COURSE

Please complete the booking form overleaf and return to the address on the front page of the leaflet or give us a call to discuss your requirements.

If you have a suitable training room, this can be used providing it is large enough to hold the number of people you wish to train.

The facilities we require are a white board or flip chart, seating to be set out in a horseshoe, adequate lighting for a deaf trainer to see all the group members, tea and coffee making facilities for the breaks.

Training can take place at any location and no charge for travel will be made in North Wales. Outside of North Wales a travel fee will be charged.

Cancellation policy

Should you need to cancel the training session the following cancellation fees will be payable:-

If notice is 14 days or more	no fee
If notice is less than 14 days and more than 7days	half fee
If notice is less than 7 days	full fee

Cancellation fee may be waived if re booked and the training takes place within 28 days.

COURSE BOOKING FORM

NAME OF ORGANISATION/BUSINESS

.....

CONTACT PERSON

.....

CONTACT ADDRESS

.....

.....

CONTACT DETAILS

TELEPHONE

.....

FAX

.....

EMAIL

.....

TRAINING VENUE (please circle)

IN-HOUSE **NWDA** **OTHER (please**
specify)

TYPE OF TRAINING REQUIRED (please circle)

DEAF AWARENESS **BRITISH SIGN LANGUAGE**

TOTAL COMMUNICATION AT THE WORKPLACE

PREFERRED DATE/S OF TRAINING

.....

LENGTH OF TRAINING SESSION.....

START TIME

CLIENT TYPE i.e. receptionist/carers etc

.....

NUMBER OF GROUP MEMBERS

INVOICE DETAILS

NAME

.....

ADDRESS

.....

.....

.....

CONTACT NUMBER

.....

BOOKING REFERENCE NUMBER IF REQUIRED.....

Some views expressed by those who have already undertaken our Deaf Awareness Training:

“It was a most enjoyable day. The tutor made it enjoyable and humorous. Where have you been all this time? An excellent day lets have more!”

“Excellent day – hope there will be more of these sessions made available to a lot more staff within the Trust. Very worthwhile.”

“The tutor did an excellent job, extended the views of most people present and opened our eyes. Thank you”

“Very informative day. Feel that my awareness has increased and that the session will improve care for patients.”

“One of the best study days I have ever attended. The knowledge and awareness I have gained has been priceless. The delivery was excellent.”

“This will be of real use in future, both to me and to my clients, in passage of information and maintenance of dignity. Also helps integration of client to the environment as it exists.”

“Will be useful as part of ongoing staff development to enable staff to give support to clients and volunteers with hearing problems”

ONE HOUR DEAF AWARENESS AND COMMUNICATION TASTER SESSION

By the end of the session participants will be able to:

- Identify a person with a hearing loss
- Understand which communication method is used by each group of people with a hearing loss
- Know how to communicate effectively with anyone who has a hearing loss
- Know how and when to book appropriate communication support
- Know what support is available to assist people with a hearing loss from local, regional and national organisations
- Able to signpost to appropriate service providers as necessary (this info can be provided on a handout if required)

THREE HOUR DEAF AWARENESS TRAINING

Sample of training session:

- Welcome
- Relevant statistical information
- Using the correct terminology
- How will I recognise a deaf person
- Break – hearing loss simulation session
- Psychological effects of a hearing loss
- The difficulties faced by someone who is lip-reading
- Introduction to effective communication strategies
- British Manual Alphabet – Fingerspelling
- Question Time
- Evaluation - Finish

FULL DAY DEAF AWARENESS TRAINING

Sample of training session:

- Welcome
- Introductions – Introduction to some Communication Strategies
- Statistics – How many deaf people are there?
- Terminology
- How will I recognise a deaf person?

Coffee break with a difference!

- Feed back from Break
- Psychological effects of deafness
- Hearing Aid – Cochlear Implants
- Tinnitus & Meniere's and other health issues related to a hearing loss

Lunch

- Lipreading exercises
- Good Communication Strategies
- British manual Alphabet - fingerspelling
- Putting good communication into practice

Coffee Break

- British Sign Language – Basic Signs
- Aspects of Deaf Culture
- Who and what is available to help deaf people
- Improving your workplace – making it user friendly
- Equalities Act – How does it affect your workplace
- Evaluation and Finish

A full day course will give in depth knowledge on deafness and valuable training in communication needs. The course is aimed at people who regularly come into contact with members of the public. Following this contact your staff will be able to communicate confidently and effectively with anyone who has a hearing loss. This course can be adapted to suit your organisation's individual training requirements.

SIGN LANGUAGE FOR THE WORK PLACE

Feedback from the Deaf Awareness sessions often asks for more time to be spent on British Sign Language (BSL). Unfortunately this would not allow us to cover communication tactics with other deaf people adequately.

So now due to popular demand NWDA is offering a taster / basic BSL 3 hour introduction sessions that enable your staff to learn how to meet & greet BSL users.

- Everyday signs
- Fingerspelling and its place in BSL
- Signs relevant to your workplace
- Know how to use a BSL Interpreter
- Where to find an interpreter
- Who funds a BSL Interpreter

These sessions are taught by a BSL user who has many years experience of teaching BSL to numerous students with a high success rate.

Sessions are tailor made to suit various work places:
Health – Education - Residential Homes – Retail Trade etc.

Three hour Introduction – Greetings, Fingerspelling, names, question signs and numbers.

Extension Courses will be specific to your area of work.

Agored Accredited Courses are available if you require accredited training – please enquire about your requirements.

TOTAL COMMUNICATION

This is a new course created in response to a growing need for the training of staff working with people who require more than just speech. The course includes signs, gesture, body language, facial expression, clear speech, writing & symbols the course content will depend on the needs of the purchaser's clients.

Topics covered include

Everyday signs

Questions

Fingerspelling

Health and Hygiene

Food

Hobbies and Pastimes

The course is suitable for people working with children and adults with a full spectrum of communication needs.

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**All our courses aim to teach
your staff to:**

**Treat with Dignity and earn Respect
Care with Empathy and Understanding
Support with Knowledge and Ability**