

Going the Extra Mile - Information Sheet

Course Aim: This 'Going the Extra Mile' skill development programme aims to assist you to assess your accessibility and develop plans for welcoming disabled customers and others with specific needs.

Duration 1 Day
Timings Start 9.15am – Finish (Approx) 4.30pm

Who is the course intended for?

Managers, owners and supervisors/team leaders within the tourism, leisure and hospitality sector, and which are located in the South East region.

What will I gain from the course?

You will gain essential knowledge of how to prepare and provide facilities to meet the needs of the whole community ready for the 2012 Olympics and Paralympic Games. Learn which requirements your organisation needs to conform with.

What does the course cover?

The course will allow you to:

- Appreciate the benefits of providing facilities and services accessible to everyone
- Appreciate the legal requirements relating to disability discrimination in the provision of goods and services
- Assess your accessibility through a self-survey or access audit
- Create a welcoming physical environment for disabled customers
- Provide services that meet the needs and expectations of disabled customers and others with specific needs
- Write an access statement
- Monitor and review your accessibility
- Develop an action plan to improve the accessibility of your organisation

Course Method Classroom style
Discussion groups
Powerpoint slides
Case studies and activities

Assessment None

Next steps The range of Hosting the World courses is suitable for most businesses to gain the most out of the 2012 Olympic and Paralympic Games. The project is currently available in the Berkshire, South Oxfordshire and South Buckinghamshire area only.

If you require any further information, please contact:

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