

Making your organisation Disability Confident: challenging attitudes, changing behaviour

Employers' Forum on Disability and Skill Boosters

CD-ROM (3) e-learning package, plus summary booklet for CD-ROM or Intranet delivery; licence cost based on learner numbers, licence period and branding options

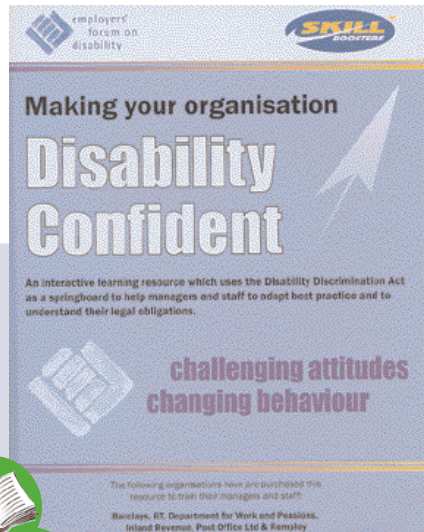
Considering the fact that the first part of the Disability Discrimination Act (DDA) was enacted in 1995, it continually surprises me when I encounter people who are ignorant of what it covers. The final part of the DDA, concerning physical access provisions, becomes law in October 2004. As with all other statutes, ignorance of the law is no excuse in court, but in the case of making services accessible to everyone who wants to use them, it's good practice and makes good business sense. Trainers need to consider issues concerning training rooms and venues as well as making sure disabled learners can participate in the learning experience. Disability is a mainstream issue and all staff should have an awareness of it, if for no other reason than their colleagues or they themselves may become disabled at some point in the future.

This interactive learning resource is timely, informative and should be an essential purchase for human resource departments in all types of organisation. The three CD-ROMs cover the following topics: attitudes towards, awareness and importance of disability; communication skills for serving disabled customers and working with disabled colleagues; the law and best practice, reasonable adjustments and legal responsibilities.

As you would expect from high quality, multimedia e-learning, it is modular, easy to navigate, well structured, with frequent self-assessments, clear feedback and printable resources. Where this resource really 'walks its talk' is by making the entire resource accessible to people with visual, auditory or motor impairments. All the content is available in three versions: a rich media version with video and audio; a rich HTML version with pictures but no audio (ideal for organisations without sound cards or with audio restrictions on their PCs); and a basic HTML version for use with screen readers. In addition, the colour scheme can be customised for colour-blind learners or people with dyslexia. The designers have thought of everything, even down to putting Braille stickers on each CD case as well as the box! The amount of care and thought that has gone into it is obvious.

As an instructional designer myself, I know I'm hard to please, and I can usually spot any shortcomings or 'room for improvement' in an e-learning product. So I don't make this claim lightly – I couldn't fault it. It's the best learning resource I've seen in my career and should be held up as an example of excellent instructional design, as well as for its content and its approach to making courseware accessible. **AM**

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Ratings

Innovation	★★★★★
Content	★★★★★
Clarity	★★★★★
Overall recommendation	★★★★★
Value for money	★★★★

(for larger organisations but may be expensive for small ones)