Disability Awareness and Customer Service Training:

Useful Links

For Businesses and Organisations

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Disability Awareness and Customer Service Training: Useful Links for Businesses and Organisations

Disability awareness and inclusive customer service training can help staff develop the knowledge and confidence to welcome disabled customers, communicate respectfully and provide appropriate support. For businesses and organisations wishing to arrange additional staff training, this document provides links to a selection of organisations offering relevant courses and learning opportunities.

Free disability awareness resources

Disability Awareness: A Brief Overview, by Dr Deborah Lawson, is a free downloadable guide covering key aspects of disability awareness, including models of disability, inclusive language, disability etiquette, equality legislation, discrimination and unconscious bias.

Businesses and organisations are welcome to download and share this guide with staff to support their understanding of disability and inclusion, whether as part of staff induction, ongoing professional development or general awareness. The guide may be shared freely in its original form, provided Dr Deborah Lawson is credited as the author.

This guide is one of a series of free downloadable publications and infographics on Deborah Lawson's website. Other free business guides include Making Your Business More Accessible, Is Your Business Missing Out on the Purple Pound? and an Event Accessibility Guide.

Further staff training: useful links

Businesses and organisations wishing to develop their staff's knowledge and skills further may find the following training providers helpful. They offer opportunities to explore different aspects of disability awareness, inclusive communication and customer service through courses, workshops and other learning activities.

Before selecting a provider, businesses and organisations are encouraged to check course content, costs, availability and independent feedback, as the links are provided for information, rather than as an endorsement.

- AbilityNet provides training, webinars, and online learning on disability awareness, digital accessibility, assistive technology, and inclusive workplace practices.
- About Access offers bespoke training on disability awareness, accessibility and the Equality Act 2010.
- The Alzheimer's Society Dementia Friends initiative offers dementia awareness sessions and resources for organisations.
- Business Disability Forum provides disability-inclusive customer service resources and training to help staff communicate effectively, understand different customer needs and provide appropriate support.
- Communication Access UK provides free online training and guidance to help businesses communicate more effectively with people who have communication difficulties.
- Disability Positive provides disability equality training specifically suitable for businesses, local authorities, housing providers and customer-facing teams.
- Disability Rights UK offers bespoke disability awareness training and consultancy for public, private and voluntary organisations.
- Disability Together provides disability awareness training for businesses, including shops, hospitality and visitor attractions.
- Enhance the UK provides disability, deaf, and neurodiversity awareness training, along with British Sign Language (BSL) courses.
- Guide Dogs UK offers online sighted guide training and tailored business training. Sessions cover techniques for safely assisting and guiding people with sight loss.

- The Hidden Disabilities Sunflower Scheme offers webinars that include staff training on non-visible disabilities and supporting customers who wear it.
- Hijinx provides interactive communication training to help customer-facing staff better support people with autism and/or learning disabilities.
- Mind provides mental health awareness and workplace training, including a course on supporting customers experiencing mental health difficulties.
- National Autistic Society provides autism awareness training designed to build confidence, develop skills and strengthen inclusive practice across your organisation.
- Purple offers disability awareness and inclusive customer service training through its Purple 365 programme, including webinars and learning resources.
- RNIB provides tailored sight loss awareness and accessibility training to help businesses and organisations better support blind and partially sighted customers and colleagues.
- RNID provides deaf awareness and British Sign Language (BSL) e-learning to help staff communicate more effectively with customers and colleagues who are deaf or have hearing loss.
- Topp Language Solutions provides tailored deaf awareness training to help staff communicate more confidently with Deaf customers and colleagues.
- Welcome to Excellence offers customer service and accessibility training to help businesses create more inclusive environments and better meet the needs of disabled customers.