DISABILITY AWARENESS
ONLINE TRAINING
AT NUI MAYNOOTH
Bernadette Mellon

OUR MISSION
To pilot the National Disability Authority Disability Awareness Online eLearning Course

COURSE STRUCTURE
1. Self-Study (8 modules)
2. Online Self-Assessment
3. No time limit to complete
4. Comprising audio, visual, text and images to illustrate concepts
5. Certificate of Achievement on completion

PARTICIPANT FEEDBACK
"it was a good basic introduction to improve my awareness of all forms of disability including hidden, physical and intellectual"

OUTCOMES
- Increased confidence and awareness among NUI Maynooth Library staff in dealing with students and staff with disabilities
- Increased awareness and familiarity with online training
- Successful pilot for NUI Maynooth

THE 4 PRINCIPLES
OF BAD CUSTOMER SERVICE
1. Take your Time
2. Be Flexible
3. Don’t Assume
4. Just Ask

THE 4 PRINCIPLES
OF GOOD CUSTOMER SERVICE
1. Take your Time
2. Be Flexible
3. Don’t Assume
4. Just Ask

FREE
The course can be accessed free of charge

DOWNLOAD
http://elearning.nada.ie

CONTACT
Bernadette.Mellon@nuim.ie

Mellon and Cullen – An Leabharlann
More Information http://eprints.nuim.ie/3659/

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