# 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 6699

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



# COURSE OUTLINE



- ~ What is disability?
- ~ Legislation
- ~ Reasonable Accommodation
- ~ Case Study
- ~ Barriers
- ~ The 4 Principles of Dealing with Disability
- ~ Working with Colleagues with a Disability
- ~ Follow Up

#### FREE

The course can be accessed free of charge

#### 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



# PRINCIPLES OF GOOD CUSTOMER SERVICE

- Take your Time
- 2. Be Flexible
- 3. Don't Assume
- 4. Just Ask

#### DOWNLOAD

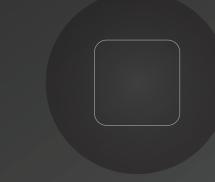


http://elearning.nda.ie

## CONTACT



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More Information http://eprints.nuim.ie/3659/

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