

PulseHospitality™ Disability Discrimination Awareness

PULSEHOSPITALITY™ DISABILITY DISCRIMINATION AWARENESS

You may be surprised to learn that there are approximately 8.6 million registered disabled people in the U.K.; that is 14 per cent of the U.K. population. Unfortunately, it is too easy to see a person with a disability rather than a customer seeking service. We understand that as a service provider in hospitality, you want to create a guest experience that is 'disability-friendly' rather than 'disability-tolerant'.

PulseLearning creates learning solutions that bring measurable business value to our clients. We achieve this through a high-energy, client-centric approach that combines excellence in people, process, partners, technology and innovation. The PulseHospitality™ solution from **PulseLearning** was custom-created for hospitality organisations. Our solution provides a complete education and training solution that overcomes the day-to-day barriers to achieving Disability Discrimination Awareness (DDA) compliance within a hospitality environment. These barriers include dispersed workforces, high employee turnover and non-native speakers.

The PulseHospitality™ Disability Discrimination Awareness course goes beyond making your employees compliant with the Disability Discrimination Awareness Act (2005). Our course seeks to educate learners to the benefits of serving this customer group and creating a fantastic experience for them and their companions every visit.

The Disability Discrimination Awareness course from **PulseLearning** provides the foundation knowledge required by your employees working with or servicing people with unique needs. This course is aimed at all professionals working in hospitality organisations to bring about an awareness of the subject and provide them with the confidence they might lack in communicating with people with a physical or mental impairment.

Our PulseHospitality™ solution leverages the highly accessible nature of the Web to reduce the time and cost associated with training. The PulseHospitality™ solution is available to your employees whether they are currently online or not. In line with your needs, our solution may be supplemented by a variety of tailored components, including quarterly web seminars with leading industry experts and on-site consultancy.

COURSE CONTENT

Our 90-minute Disability Discrimination Awareness course includes:

- ▶ The Disability Discrimination Awareness Act (2005)
- ▶ Types of disability
- ▶ Forms of discrimination
- ▶ Avoiding discrimination
- ▶ Roles in avoiding discrimination
- ▶ Reasonable adjustments
- ▶ Assisting disabled people

PulseLearning
Your Learning & Business Performance Partner

PulseHospitality™ Solution
Comprehensive Suite of Compliance & Business Performance Training

Disability Discrimination
Awareness

MEASURABLE BUSINESS ADVANTAGE

Pulse**Hospitality™** learning solutions offer the following advantages:

- ▶ Removal of exposure to risk through compliance with disability discrimination legislation
- ▶ Reduced risk of disability discrimination complaints
- ▶ Enhanced support through updated industry best practices, benchmarking and quarterly seminars with industry experts
- ▶ A creative approach to collaborative and social learning and talent management
- ▶ Real-time monitoring, tracking and reporting that can be linked to compliance and/or learning performance



DELIVERY AND REPORTING FEATURES

Our online solution includes the following features:

- ▶ Self-paced, modularised and engaging eLearning with optional role-specific training
- ▶ Extensive out-of-the-box reports for tracking training performance and compliance
- ▶ Rapid installation with minimal demands on client IT resources
- ▶ Access to the course from any Web-enabled computer

To speak with a member of our sales team, please contact us toll free in the U.K. at:

0 800 046 1650

From outside the U.K., contact us at:

+44 800 046 1650

You are welcome to email us at:

PulseHospitality@PulseLearning.com

To see a demo for our Pulse**Hospitality™** offerings, please visit:

www.PulseHospitality.com

Our Disability Discrimination Awareness course prepares your employees to cheerfully accommodate guests with special needs.