



Guide to...

Providing training and consultancy

Many staff who work for organisations that provide a public service are not specifically trained in engaging with people with learning disabilities.

These might include health workers, people working in shops and on public transport.

They may not be aware of some of the specific challenges that people with learning disabilities can face, and some of the measures they can take to provide a better service.

People with learning disabilities are best placed to provide awareness training on learning disabilities.

They can draw on their own perspectives and experiences.

Trainees (the people receiving the training) will know the advice being given to them is authentic (based on real experiences).

The training you can provide might relate to customer service, personal interaction and communication, and how information is provided.

This might be done as part of a 'Quality Checking' programme where specific aspects of an organisation or service are assessed.

These assessments can be fed back to organisations to help them improve their services or to train their staff.

Participating in training and consultancy roles can help you learn and develop many different skills and knowledge and gain confidence.

You will also know you are helping improve services for other people with learning disabilities.