

HearFirst
Training and Consultancy



award winning
workplace training
and consultancy

Introduction

HearFirst is an award winning provider of workplace training and consultancy. Our areas of work are equality and diversity with added expertise on many disability related topics.

“Our aim is to deliver training that results in real changes being made for real people.”

The company was established in 2002 and has grown to become one of the most pioneering training and consultancy providers in the UK.



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About us



Message from Julie Ryder, Founder and Director of HearFirst

I lost my hearing when I was in my 20's. After the initial trauma and adjustment, I wanted to train, educate and encourage service providers to consider the needs of disabled people. In many cases, it is a question of changing attitudes to change behaviour.

Since 2002 our specialist team has been delivering accredited or certificated training and consultancy that's practical, informative, thought provoking and lively.

All HearFirst tutors are fully qualified and skilled with many years experience training adults in further and higher education, schools, businesses and the community. We all follow the same professional ethos and encourage a positive, can-do attitude to motivate people to change what they do.

We are passionate about achieving our goals and providing quality, inspiring and innovative Awareness and Equality training / consultancy.



Awards, Accreditations & Memberships



A few of our clients

Our large client base includes local authorities, housing associations, schools, colleges and universities, museums, libraries and galleries, the NHS, community groups and commercial organisations.

Our clients include:

Houses of Parliament

BBC

Royal Mail

David Lloyd Leisure

Essex Coalition of Disabled People

Great Places Housing Group

Together Housing

Manchester Metropolitan University

Bucks Student Union

Imperial War Museum North

Saracens Sports Foundation

Keepmoat



Housing Quality Network

Whitworth Art Gallery

Ethical Property Company

Manchester Growth Company

Southway Housing

The Dukes

Langley House Trust

Chiltern Railways

Salford NHS Trust

Manchester City Council

Creative Support

Birmingham Museums and Galleries

Training and consultancy options

Our training courses are ideal for everyone involved in your organisation e.g. managers, employees, board members, volunteers and tenants etc. Many courses are also suitable for students or school groups.

We come to you

- All of our courses can be delivered in-house to any organisation in the UK.
- Full, half day or short bite sized training available on days and times to suit you.
- We'll work with you and your budget to do as much as we can for the funds you have available.
- We can include added focus on particular areas of need.
- Course organisers are provided with post course feedback. Additional evaluation methods can be provided upon request.
- Carousel days: have several bite-sized sessions running simultaneously.

You come to us

We deliver several open courses at a variety of venues throughout the UK each year. Full details are on our website.

Our courses

- Our materials are available in several accessible formats.
- We use a variety of techniques to engage all learners at all levels.
- Handouts and certificates are included.
- We provide a helpline service for questions cropping up later on.
- Typically, each course is delivered to around 15 people.
- We use two tutors for many of our courses.
- All course outlines are available to download from our website.

Bespoke services including consultancy

We can use our expertise in lots of different ways and regularly undertake one off projects. Please contact us with your requirements.



Equality & Diversity



We recently ran a programme of seven E & D courses and they were a brilliant success. All the staff came out of the sessions feeling like they'd learnt a lot and enjoyed it too. One person said it was the best course she'd ever been on.

Ben Rimmer, HR Advisor and Course Organiser at Manchester Museum of Science and Industry



Learn about the Equality Act 2010 and the nine protected characteristics plus how it affects people in their own role e.g. as an employee, volunteer, service provider/user. Although this training is considered mandatory in many organisations, our training courses are renowned to be very popular, highly participatory and engaging.

Our services include:

- Full or half day interactive face to face training courses plus shorter bite sized sessions.
- Bespoke/tailored content with optional focus on any of the nine protected characteristics.
- Training is tailored to suit specific job roles e.g. E&D for trades or embedding E&D into the curriculum.
- Consultancy.
- Post course support.
- Intranet resources e.g. information, quizzes and real life stories.
- Lively, focused content for internal newsletters.
- Holding online discussions.
- Present at workshops or other staff events.

Disability Equality & Awareness

Feel more confident and professional around people with disabilities. Learn what disability means, what words to use and understand the Equality Act in relation to disability. Take away a wealth of useful tips for 'good practice' in the workplace. Experience our interesting blend of theory and fun interaction. Tutors for this course are D/deaf or disabled themselves. All courses explore the social and medical models of disability.

Our services include:

- Full or half day interactive face to face training courses plus shorter bite sized sessions.
- Bespoke/tailored content e.g. working with a colleague with a disability.
- Consultancy.
- Post course support.
- Intranet resources e.g. information, quizzes and real life stories.
- Lively, focused content for internal newsletters.
- Holding online discussions.
- Present at workshops or other staff events.

”

It updated my knowledge on disability and helped me to look at different ways in which I can help people with disabilities live more fulfilled lives. Also my focus has moved from what disabled people cannot do to what they can achieve if the resources / aids are provided.

Neighbourhood Officer,
Great Places Housing Group





British Sign Language (BSL)

Understand and communicate better with your Deaf customers and clients. Gain an insight into Deaf culture. Choose from a variety of learning options to help you achieve the level of signing expertise you need e.g. basic meet and greet signs or more advanced conversations. All our tutors are D/deaf, mostly native BSL users or fully qualified in British Sign Language.

Our services include:

- Accredited courses: HearFirst is a registered Centre with the awarding body Signature for both Level 1 and Level 2 BSL qualifications.
- Full or half day certificated courses plus shorter bite sized sessions.
- Bespoke/tailored content e.g. improve communication with a Deaf colleague or learn signs specific to your area of work.
- Consultancy.
- Post course support.
- Present at workshops or other staff events.
- Free demonstration clips on You Tube.



“I am really pleased that I have passed my BSL Level 1 exam and think it is great that Eastlands Homes invests in staff training to learn sign language. The signing has not only benefitted our work with residents but some of our Deaf members of staff who work within the maintenance department. Personally, I have also been able to help my five year old son who is learning the basics of sign language in school to sign, which is brilliant.”

Sandra Harrison Project Officer
at Eastlands Homes

Fun Signing



Sign language helps to improve a child's communication skills but also teaches the children about issues such as deafness and disability and raises awareness of the different ways people communicate.

Gudrun Heatley, Head Teacher at Cravenwood Community Primary School, Manchester



These fun sessions are aimed at children and will raise awareness of alternative methods of communication. Good speech and language can also be developed by enjoying using signs with speech. Singing and signing are used to engage all children in these action packed sessions. For younger children we use puppets and props to reinforce the sign, word and meaning.

Our services include:

- Age appropriate sessions for children 0 to 16 years.
- Added information on deaf awareness can be included.
- Staff training is available where key word signing is being introduced to enhance general everyday communication.
- Post course support.
- Consultancy.



Deaf Awareness



The whole day was extremely useful and informative and was presented in an interesting, participatory way. I feel that it would be an excellent course for all frontline (reception) staff to attend as well as those interacting with deaf students. The trainers were very effective.

Receptionist at Royal Veterinary College, Herts.



Explore the full range of deafness and the communication methods used. Gain confidence and skills to improve your communication with deaf and hard of hearing customers and colleagues. Learn how to provide a more inclusive environment and understand more about the equipment some deaf people use. All tutors on deaf awareness courses are D/deaf themselves.

Our services include:

- Accredited courses: HearFirst is a registered Centre with the awarding body Signature for the Level 1 Deaf Awareness and Communication qualification.
- Full day certificated training course or mix and match a shorter session with another training topic e.g. visual awareness.
- Bespoke/tailored content with optional focus on any aspects you need e.g. working with deaf colleagues.
- Post course support.
- Consultancy.
- Intranet resources e.g. information, quizzes and real life stories.
- Lively, focused content for internal newsletters.
- Present at workshops or other staff events.

Visual Awareness

Boost your understanding and confidence when working with blind and partially sighted people. Learn how to make your services accessible and how to work with or guide visually impaired people in an appropriate way. Discover what technology is available. Courses are delivered by visually impaired tutors who deliver serious topics using effective, real life examples and stimulating methods.

Our services include:

- Full day certificated training course or mix and match a shorter session with another training topic e.g. Equality and Diversity.
- Bespoke/tailored content with optional focus on specific areas of need.
- Additional related training available e.g. Audio Description Training for Museums
- Consultancy.
- Post course support.
- Intranet resources e.g. information, quizzes and real life stories.
- Lively, focused content for internal newsletters.
- Holding online discussions.
- Present at workshops or other staff events.



Thanks for a brilliant training event. The feedback from everyone is very positive. They especially felt at ease with Charlotte (tutor), her life experiences brought it home to us how important it is to promote access and inclusion.

Julie Wall, Head of Equality, Diversity and Human Rights, NHS Blackburn with Darwen.



Deafblind Awareness



The deafblind awareness training continues to be popular with our staff. We really value the effort HearFirst puts in to arranging a local deafblind guest speaker on the day. It's important for our staff to have overall knowledge but also an understanding of individual issues local deafblind people face.

Jane Forrest, Workforce and Organisational Development Consultant (adults), Oldham Council



Gain an insight into all aspects of deafblindness e.g. age related deafblindness, people who are born deaf and blind and also people who are born with one sensory loss and then lose another. Every course has at least one deaf or blind tutor, who will help you understand and communicate better with people who have sight and hearing loss.

Our services include:

- Accredited courses: HearFirst is a registered Centre with the awarding body Signature for the Level 1 Deaf Awareness and Communication qualification.
- Full day certificated training course or mix and match a shorter session with another training topic e.g. disability equality.
- Guest speakers to share with you the ups and downs of everyday life as a deafblind person.
- Bespoke/tailored content with optional focus on any aspects you need.
- Post course support.
- Consultancy.
- Intranet resources e.g. information, quizzes and real life stories.
- Lively, focused content for internal newsletters.
- Present at workshops or other staff events.

Learning Makaton

Makaton is a language programme using signs and symbols to help people communicate. People with learning disabilities or communication difficulties may struggle to make themselves understood - and to understand others. This can provoke intense frustration, challenging behaviour and isolation, and act as a barrier to achievement. Makaton takes away that frustration and enables individuals to connect with other people and the world around them.

Our services include:

- Courses up to two days in duration.
- Post course support.
- Consultancy.
- Tutors registered, licensed and trained by the Makaton Charity.
- All course participants receive a study pack containing Makaton symbols, signs and a manual.
- Intranet resources e.g. information, quizzes and real life stories.
- Lively, focused content for internal newsletters.
- Present at workshops or other staff events.

”

An informative course with a lovely presenter who had plenty of ideas we could actually use. I understand much more now about the communication needs of the people I support and am looking forward to putting my new skills into practise tomorrow

Support worker, Creative Support Ltd.



Mental Health Awareness



I've found I can manage changes better both at work and in life events. I feel I can support staff more effectively as I'm better at managing my own mental health.

Course delegate 6 months after the 2 day course



1 in 4 people experience mental illness at some stage in their life. The courses covers causes, symptoms and treatments of common mental health problems. It's a first aid approach to mental illness. The training helps towards meeting requirements under the Workplace Wellbeing Charter. Employers also have duties under the Health and Safety at Work Act to control the risk of stress-related ill health arising from work activities.

Our services include:

- Two day mental health first aid course, full or half day face to face training plus shorter bite-sized sessions.
- Bespoke and tailored training on specific aspects e.g. hoarding.
- Team Resilience Building (full day involving half day outdoor team activities).
- Post course support.
- Consultancy.
- Tutors registered, licensed and trained by Mental Health First Aid England.
- Intranet resources e.g. information, quizzes and real life stories.
- Lively, focused content for internal newsletters.
- Present at workshops or other staff events.

Complex Rare Diseases

HearFirst was commissioned in 2009 by the Charity Alström Syndrome UK to develop and deliver awareness training for the rare disease, Alström Syndrome. We strip out medical jargon and ensure the training is easy to understand with maximum impact. The aim of the training is to equip the professionals around the person with skills and knowledge about the condition to enable a 'whole person' approach.

Our services include:

- Alström Syndrome Awareness Training one day course delivered on behalf of Alström Syndrome UK.
- Guest speaker to give a personal account of the issues they face with the condition.

We are able to use this proven and successful model to develop an awareness training course for other rare conditions and diseases:

Our services include:

- Tailored research and development of a training course to help raise the awareness and profile of specific rare diseases.
- Development of tutors training manuals for you to deliver the training yourself or we can use HearFirst tutors who can deliver the training in-house.





Why choose HearFirst?

- We work for you and deliver what you want to your timescales and budgets.
- We are specialists at using our knowledge and expertise to achieve specific targets and outcomes.
- We are a small niche organisation employing professionals, most of who happen to have a disability.
- The whole team is passionate and cares about outcomes.
- We have a strong inclusive ethos on all our training and in our materials.
- We are 100% reliable and do what we say.



**Be inspired
and motivated
to change what
you do!**

Contact us

To book or to find out more information, please contact us on:


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