

Disability Awareness Training

Helping remove everyday barriers.

A fully accessible building can still exclude people if the staff working in it don't know how to welcome, communicate with, and support disabled customers and colleagues. Many of the barriers people face day to day aren't physical at all — they're the small, avoidable moments where someone doesn't know what to do or say.

AJR Facilities Management delivers disability awareness training for staff teams, helping remove everyday barriers by building the understanding and confidence your people need to get it right, every time.

What Our Training Covers

- Understanding disability — visible and non-visible, physical, sensory, cognitive and mental health conditions
- Respectful, confident communication and appropriate language
- Practical guidance on offering help without assuming what's needed
- Recognising and removing everyday barriers in your specific workplace
- Legal context — the Equality Act 2010 and the duty to make reasonable adjustments
- Practical scenarios relevant to your team's day-to-day roles

Why It Matters

Under the Equality Act 2010, staff behaviour and service delivery are as much a part of reasonable adjustments as the building itself. Confident, well-informed staff turn an accessible building into a genuinely inclusive one — improving the experience for disabled customers, colleagues and visitors, and reducing the risk of complaints or claims arising from poor practice.

Our Process

1. Get in touch — tell us about your team and their day-to-day roles
2. We schedule training at your premises, at a time that suits your operation
3. Your staff complete practical, scenario-based training
4. We recommend a refresher schedule to keep your team's knowledge current

Total Access Total Sense.

Book Disability Awareness Training →