



# Nimbus Disability Training Brochure

0330 808 5108

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Training Brochure



2022

## About Nimbus and our training delivery

Nimbus: The Disability Consultancy Service Ltd was established some 20 years ago by founder and Managing Director Martin Austin MBE.

The organisation was created to provide practical and meaningful support to businesses on how to meet and ***exceed their legal obligations to disabled people.***

The guiding principles were that organisations should be better educated on the requirements of the Equality Act, and better protected legally, whilst being in a position to increase business from a very proactive and selective customer base.

Our training was the first and most critical service we offered. Nimbus trained staff at all levels and across all sectors, from cleaning staff at Universities to leadership teams of recognisable multinational private sector organisations.

Nimbus has evolved over the years to provide additional consultancy services such as Access Auditing and ultimately the Queens Award-winning Access Card scheme and the associated NOS (Nimbus Operating System). Staff and organisational training is still one of the most fundamental foundations in offering accessible and meaningful support for disabled people and continues to be a mainstay of our service delivery.

As a Queen's Award-winning organisation, we are proud to deliver in-house sessions to your business and services. In addition, if you have small numbers of staff to train, we run open events or you have the option of hosting an open event and getting access to complementary places.

## *Meet our award-winning training team*



### **Martin Austin MBE**

Martin is Managing Director of Nimbus and created the training and development sessions which we refine and deliver to this day. Martin was awarded an MBE for services to accessibility in Tourism and Entertainment for his work on Nimbus and The Access Card



### **Mark Briggs PLY**

Mark, an experienced strategist and development specialist, is our Director of Partnerships. A mix of business expertise in policy and development and the lived experience of a Paralympian makes him the perfect vehicle for developing your organisation's strategic approach to supporting disabled people



### **Oliver Taylor**

Oliver is part of the key decision-making team on both The Access Card and NOS registrations. Oliver is at the sharp edge of customer service for disabled people and has a great understanding of the expectations of disabled people balanced with the practical customer service issues your own team might face.

## Customer Service and Disabled Guests:

### *Identifying and responding to customers' access requirements*

This session is designed as an introduction to meeting disabled people's needs from a front-of-house and customer service perspective.

It covers understanding the realities of what creates barriers for disabled people in a practical and meaningful way to enable your staff to provide simple and respectful solutions.

We also cover an overview of the complexities of language and provide a reasonable and useful methodology for ensuring customers can be spoken to without fear of 'political correctness'

To finish the session we put the legal obligations of your organisation into a simple-to-understand framework that can easily be interpreted and implemented on-site in your teams day to day working environment

### **Our trainer for this session**



### **Practicalities**

This is typically a 3-hour, in-person training session delivered on your premises and can accommodate up to 16 delegates for £1,200<sup>1</sup>

*“I don’t feel as anxious about whether or not I am doing or saying the right thing as I once did.”*

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<sup>1</sup> Travel expenses and VAT not included

# Employing Disabled People:

## *Realising the benefits and opportunities of an inclusive and diverse workforce*

This course has been designed to provide an overview of the barriers, solutions and opportunities involved in employing disabled people. Useful for all staff involved in recruitment and selection, supervisory responsibility, HR and senior managers from Tier 1 organisations to SME's.

It covers

- The Business Case & Corporate Social Responsibility: rationale for employing disabled people in terms of the benefit to your organisation and society as a whole.
- Legal Obligations
- Recruitment and Selection
- Identifying and implementing reasonable adjustments
- Good Practice
- Relevant Legislation
- Assistive Schemes and Technology

It is highly recommended, although not necessarily essential, that delegates on this course have already attended our Equality Training.

### **Our trainers for this session**



### **Practicalities**

This is typically a 3-hour, in-person training session delivered in your premises and can accommodate up to 16 delegates for £1,200<sup>2</sup>

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<sup>2</sup> Travel expenses and VAT not included

# Accessibility Strategisation:

## *Planning an overarching disability strategy*

Whether you're new to the concept of addressing the accessibility of your organisation or you're looking to develop a particular scheme or activity, we provide a blended package that starts with a training session, or in this case what we like to think of as an *interactive consultancy session*.

We will lay the groundwork on the fundamental topics that need to be taken into consideration and work with you to develop an initial action plan.

This package also includes *keep-in-touch* calls and virtual meetings with members of your team to support progress, and then additional follow-up meetings at timescales that suit the size and shape of your project.

### **Our trainers for this session**



### **Practicalities**

These sessions are highly bespoke to your organisations needs and as such prices are provided on request following an initial, no-obligation scoping call followed by a fully costed proposal.

We operate these sessions both nationally in the UK and internationally on request.

## Testimonials

- I'm able to be more **confident**
- I believe my **perception** has been **fundamentally changed**
- **I don't feel as anxious** about whether or not I am doing or saying the right thing as I once did
- It was really **refreshing** to have someone allowing us to ask potentially sensitive questions in a **supportive environment**
- I would like to add that the **trainer was excellent**
- I wondered how a 3-hour session would fare but it was immensely absorbing and the **time flew by**
- The person holding the session was **engaging**
- it was all interesting, some of it **eye-opening**
- it was interesting and **thought-provoking**
- The course facilitator was excellent and the content of the course was **interesting and thought-provoking.**

## Get in Touch and find out more

If you'd like to book a session or speak to us in more detail about your requirements, we're here and happy to discuss your needs.

Feel free to contact Mark Briggs PLY, Director of Partnerships:

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0330 808 5108

[hello@nimbusdisability.com](mailto:hello@nimbusdisability.com)



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