



Community360 Training Blog by Tina Bullen

It's World Deaf Hearing Day on 3rd March 2021. What better excuse then to write about C360 Training's recent experiences working with the Royal Association for Deaf People (RAD), based in Colchester?

In November, 2020, we were delighted to welcome some of RAD's staff onto our online Dementia Awareness course. Through the Dementia Awareness training, they were able to connect with Kate, our Dementia Coordinator, and they became very keen on gaining Dementia Friendly status. Thanks to our PBSA funding, we were able to offer them further subsidised training for their staff and volunteers to help them achieve this.

While we helped RAD become a more dementia-friendly organisation, they have helped C360 Training become a more deaf-friendly training provider. We have worked well together to identify the steps that we needed to take to make the training accessible for their delegates, such as providing the training materials in advance, so that interpreters can prepare and become familiar with any jargon for translations into British Sign Language in the training; ensuring videos used in the training are subtitled; and learning more about the accessibility functions in our online delivery method, such as captioning and spotlighting. As an additional happy coincidence, we were also able to provide a trainer with some signing skills for the course!

In order to accommodate everyone RAD wanted to train, we also had to think about the structure of the training. With 14 delegates and their interpreters, it would have been a bit of an onscreen melee to try to train

everyone in one go, so instead, we decided to break the group into 2 cohorts and to allow a little more time for the training sessions.

To support the delegates, our contact, Emma, also put herself forward to become a study coach. Having already undertaken the training, she was the perfect person for the job. She sat in on the training again, so she could refamiliarise herself with the course and the structure, and then provided specialist support to help the delegates complete their workbooks.

This is a great example of what can be achieved when development needs are put first and foremost, and the right resources are put in place to make it happen. We look forward to continuing to support RAD with their training and development needs in the future.