

Training Quiz



Instructions

This quiz is designed to assess your knowledge after watching the Are You Inclusive staff training video (from www.areyouinclusive.com.au).

There are 10 assessment questions. You need to get at least 7 right to pass. You can attempt the quiz as many times as you like. It should take you about 10 minutes to complete.

Instructions on what to do with the quiz once you've finished Thank you for taking the time to complete this training and good luck!

Privacy

We need to collect some of your personal information for this quiz (in accordance with our Privacy Policy at www.areyouinclusive.com.au/privacy):

- your name, and email address(es);
- your company or employer's business name and location.

We respect your privacy. We will only use the information above to:

- log your completion of the quiz;
- inform your employer of your completion of the quiz (once you pass);
- issue you a certificate of completion (with a copy sent to your employer); and
- if you provide your consent at the end of the quiz, send you further correspondence via our mailing list.

By continuing with this quiz, you agree to have your information collected, stored and used as described above and in accordance with our Privacy Policy (www.areyouinclusive.com.au/privacy).

If you do NOT agree, please do not complete this quiz.

Once complete, please return this quiz to:

Dr Annie Brennan, Disability Inclusion Ambassador, DARE Disability Support
abrennan@daredisability.org.au | 57 Lawson Rd, Springwood, NSW, 2777
0414 835 831 | 4751 9041

Your details

Name _____
(as you would like it presented on your Certificate of Training)

Email address _____
(this is where we'll email you your Certificate of Training)

The business or service details for which you are completing this training:

Business name: _____

Town: _____

State or territory: _____ Postcode: _____

Ok, get set to apply your knowledge to real life scenarios! Here come the 10 multiple choice questions.

Many of these are based on actual experiences. You may find them thought-provoking or you may find them easy, depending on your knowledge of and experience in customer service and disability. We aim to make this quiz helpful for everyone - whether it is to help you learn more about what to do, or just to confirm that you are already doing the right thing.

Please circle the correct answer.

1. A customer is trying to tell you that they would like to buy something, but you're having trouble understanding the particular item they're after. You've asked a couple of times for them to repeat what they're saying but you are still unable to work it out. What might be the best thing to do?

- Keep guessing what they want until they nod when you've got it right.
- Ask the person with them if they know what the customer wants
- Apologise for having a bit of trouble understanding them. Ask them if they'd like to write it down or point to it from a pictogram or menu with pictures.
- Tell them to wait a minute while you serve someone else, so you can concentrate on them when it's quieter and you can hear them better without being distracted by other customers

2. A customer who is a wheelchair user is trying to reach something up on the top shelf and appears to be having trouble reaching that far. It looks like there is no one else with them. What might be the best thing to do?

- Say "I notice you can't reach. Here, let me get it for you" and get what you think they're trying to reach.
- Ask "Is there anything I can help you with today?" and follow their instructions. If they say "No thanks", you say "Okay, I'll be just round the corner if you need anything else. Have a great day".
- Leave the customer be – they'll approach you for assistance if they want help. You wouldn't want to accidentally offend them.
- Watch the customer from across the shop, and when they make eye contact, show them that you care by looking at them a sympathetic face. Do a big gesture with hands to ask if they'd like you to come over.

3. After speaking with a customer for a little bit, you start to think that you're pretty sure that they have an 'invisible' disability like intellectual disability or autism. What might be the best thing to do?

- Continue talking to the customer as you were – they don't seem to be having any trouble understanding you. Every now and then, ask if there's anything they'd like you to talk about a bit more, just as you would with any customer.
- Start speaking slower and louder. Use really simple words and say "Did you understand me?"
- Stop and say "Oh, I'm sorry, I didn't realise you are disabled. I want to make sure you understand. Is there someone with you who can help?"
- Finish what you were saying. Then pat the customer on the back and say "I'm so impressed that you're doing this yourself, I didn't even realise you were disabled at first! I'd love to help you, sweetheart. Now, let's see what we can do for you."

4. A customer is going to pay for their items, but they are struggling to get their money out. You're not sure whether it's because they are physically having trouble, or whether it's something else, like maybe they forgot the price or are feeling overwhelmed. There's a huge queue of customers waiting. You can tell the customer is getting flustered. What might be the best thing to do?

- Say nothing, but get worried about the big queue forming. Silently mouth 'sorry' to the other customers.
- Say "So it was \$10.20, but take your time. No need to rush. And let me know if there's anything I can do to help."
- Say "I can tell you're having trouble. Let's use your EFTPOS card, ok?" And then offer the EFTPOS machine.
- Ask the person with them if they would mind helping them pay please, because there's a huge queue forming.

5. You're about to explain a complicated concept or process to a customer. Usually, you give the customer a written version of the information, which uses several technical terms that are standard to your industry. But recently, your manager has developed an 'Easy Read' version of the written information which includes lots of pictures. You don't know if the customer has a disability or not. What might be the best thing to do?

- Talk to the customer using the standard terms and give them the standard written version. They'll let you know if they don't understand.
- Ask them "Do you have a disability? You can use this easier version if you like."
- Guess if they have a disability or not. If you think they don't, say "You'd probably prefer the 'normal' information, right?". If you think they have a disability, say "Here's the one for people with disabilities, so you can understand."
- Mention to the customer that there are a couple of different formats of the information. Show them both and ask them which one they would prefer. Don't ask or guess if they have a disability.

6. Customers come into your shop, and you know you haven't seen them before – it's the first time they've come to your business/service. You think one of the customers might have an 'invisible' disability, like intellectual disability or autism, and the other one you think is their carer. The customer with disability asks if you can help with locating something. What might be the best thing to do?

- Say to the carer, "Of course, can you tell me a bit more about what it is that they want?". Help the carer find what they're after, and wish them a great day.
- Say to the customer with disability "Well done you, coming out to a new shop! I'll go and get it for you".
- Say to both the customer with disability and the carer "Welcome! Of course I'm happy to help. It's located over here – would you like to follow me?" and then show them both the product/service.
- Tell the customer that the product/service is not designed for people with disability, and ask them if they would like a different product/service that you think would suit them better.

7. Your business/service offers concession card holders a discount. Two people come into your shop and you suspect they may qualify for one of the concessions – a seniors discount or a companion card (discount for carers). What might be the best thing to do?

- Apply it without asking – surely they'll appreciate the discount, even if it turns out they don't hold a concession card!
 - Ask them if they hold a seniors card or companion card. Then apply the discount if they say yes and show it to you.
 - Say "Do you want me to check if you are eligible for any concessions or discounts?" And then point to the sign near your desk/register which clearly shows all the different types of concessions and/or other discounts that may apply.
 - Don't ask – they would know if they want a concession and they'll tell you or show you if they do. It might be insensitive to presume they are elderly or have a disability.
-

8. A group of adults arrive and you notice that one of them has a disability and you suspect they may have trouble with communication. You are about to hand out menus (or other written information). What might be the best thing to do?

- Offer one to every customer, whether or not you think they can actually use them. That way, no one is singled out.
 - Ask out the front of the group "who would like one of these?" and only hand them out to those who say yes.
 - Only give one to the people who you think can use them.
 - Put a big pile in the middle of the table and say "feel free to grab one of these".
-

9. Two customers come into your shop and one of them looks a bit nervous or jittery. They are grabbing lots of items and pulling them in close to their body. You're worried they might not pay for the items – either intentionally or by mistake. What might be the best thing to do?

- Watch the customer closely to make sure that they pay for the items. That way, they know that you have noticed their behaviour, so they're more likely to know they have to pay, or remember to get the items out onto the counter.
- Say "Would you like a shopping basket to help carry your items?", the same way you would to anyone else. That way, they know you've seen them, but if they are genuine customers, they can also accept your offer of help if they need it.
- Ignore them – if they intend to steal something, they will anyway, even if you check on them. And if they are genuine customers but might need help, they can let you know. You wouldn't want to accidentally offend them.
- Approach the customers. Politely tell them both to please make sure that they pay for the items.

10. You've noticed that one of your customers has a disability, and they are taking a bit longer and need a bit more help to communicate than some other customers, but they are managing very well. You notice that you're feeling sorry for this customer for having a disability, but are also really proud of them for overcoming challenges to get out and about and come to your business/service. What might be the best thing to do?

- Check in with why you are feeling like this. Remind yourself that everyone has strengths and faces challenges, in different ways. This customer probably does not want you to think of them like this. They just want to use your business like everyone else.
 - Go up and say to them "You're doing such a great job – so nice to see you out in the community!"
 - Don't interact with the customer – they seem to be ok – but just watch them and think about how hard it must be for them.
 - Worry about how you might be able to interact with the customer – think really hard about what you're supposed to do to make sure you don't say or do something wrong.
-

Next are some quick multiple choice questions about you (and your place of work/volunteering) and what you thought of the video & quiz.

These will help us be able to evaluate how effective the 'Are You Inclusive?' project is - who we are reaching and how we can improve. *These questions are optional.* If you answer them, your answers will be kept confidential.

Please circle your answer.

What is your age?

- | | |
|-----------------|------------------------|
| • 17 or younger | • 40-49 |
| • 18-20 | • 50-59 |
| • 21-29 | • 60 or older |
| • 30-39 | • Prefer not to answer |

What is your gender?

- | | |
|----------|------------------------|
| • Male | • Other |
| • Female | • Prefer not to answer |

How big is the business/service that you work or volunteer for?

- Small business or service (<20 staff members / volunteers)
- Small organisation (21–50 staff members / volunteers)
- Large organisation (51+ staff members / volunteers)
- Prefer not to answer

Which of the following best describes your employment status?

- Employed, working full-time
- Employed, working part-time
- Employed, working casually
- Not employed, I am a volunteer
- Not employed or volunteering
- Prefer not to answer

What best describes your position at the business or service you are doing this training for?

- Senior management (e.g. owner, general manager)
- Middle management (e.g. supervisor, customer service manager)
- Non-management (e.g. customer service officer, junior staff member)
- Prefer not to answer

In what industry is the business/service that you're completing this quiz for?

- Hospitality (e.g. cafe, hotel)
- Transport (e.g. taxi, bus, train)
- Government service (e.g. Service NSW)
- Local council service (e.g. library, public pool/leisure centre, visitor information centre)
- Healthcare (e.g. doctor surgery, hospital, allied health, pharmacy)
- Private sport & fitness (e.g. gym, pilates, personal training). Do NOT include council-run leisure centres here)
- Trade (e.g. plumber, electrician)
- Retail (e.g. clothes shop, supermarket, gift shop)
- Other (please specify): _____

Which of the following best describes your work/volunteer history with the business/service that you're completing this quiz for?

- New starter
- Existing employee/volunteer
- Prefer not to answer

Why did you complete this quiz?

- I wanted to - it was my own decision
- My manager/supervisor asked me to
- Prefer not to answer

Thinking about the TRAINING VIDEO only, please rate the following:

Video length

1	2	3	4	5
<i>Much too short</i>		<i>Just right</i>		<i>Much too long</i>

Video style

1	2	3	4	5
<i>Not interesting at all</i>		<i>Neutral</i>		<i>Very interesting</i>

Video content

1	2	3	4	5
<i>Not helpful at all</i>		<i>Neutral</i>		<i>Very helpful</i>

Any comments you'd like to add about the video?

Thinking about THIS QUIZ, please rate the following:

Quiz length

1	2	3	4	5
<i>Much too short</i>		<i>Just right</i>	<i>Much too long</i>	

Quiz style

1	2	3	4	5
<i>Not interesting at all</i>		<i>Neutral</i>	<i>Very interesting</i>	

Quiz content

1	2	3	4	5
<i>Not helpful at all</i>		<i>Neutral</i>	<i>Very helpful</i>	

Any comments you'd like to add about the quiz?

We may conduct research to evaluate this training using a short, 5-minute follow-up survey. May we contact you later to invite you to participate in this research?

- Yes
- No

The 'Are You Inclusive?' project is provided by DARE Disability Support - a specialist provider of services to people with disability in the Blue Mountains and surrounding regions for over 50 years.

Would you like to sign up for updates from the Are You Inclusive project, or DARE Disability Support?

- Yes - I'd like to receive news about the ARE YOU INCLUSIVE project!
- Yes - please add me to the DARE Disability Support mailing list!
- No thanks!

You've finished!

Thank you for completing the 'Are you Inclusive?' training quiz! Once we receive a copy of this completed quiz, we will score it and give you feedback on your answers. If you pass, we'll send you your Certificate of Training. If you haven't scored enough to pass this time, we will invite you to try again.

Please don't hesitate to contact us if you have any feedback or questions.

Please return this completed quiz to:

Dr Annie Brennan, Disability Inclusion Ambassador, DARE Disability Support
abrennan@daredisability.org.au | 57 Lawson Rd, Springwood, NSW, 2777
0414 835 831 | 4751 9041



Are You Inclusive?
A DARE Initiative

www.areyouinclusive.com.au

Find us on 