

DEVON & CORNWALL LAW CENTRE

Discrimination in Non-employment Circumstances

A FREE COURSE to be held at

Council Chamber, County Hall , Truro;
Tuesday 1st September 2009

Warspite Room, Council Chamber, Plymouth City Council,
Monday 7th September 2009

Timings: The course will begin at 10:00 and should end no later than 16:00

This course is specifically aimed at front line workers, receptionists, trainee advisers, gateway staff as well as any other staff (inc. generalist advisers) who may wish to refresh their knowledge of discrimination issues in non-employment settings.

To reserve a place please email or call Bruce Abbott at:
bruce@devonlawcentre.org.uk
01752 519794

Devon & Cornwall Law Centre provides free expert advice and representation to those suffering discrimination arising from the provision of goods and services and who live, work or travel within Devon and Cornwall.

Course outline:

By the end of the course delegates will be able to:

- Recognise common situations that suggest a client may have been unfairly treated.
- Recognise the different meanings of prejudice, unfair treatment, lawful/unlawful discrimination, direct/indirect discrimination, victimisation and harassment and identify examples of each.
- Identify the discrimination strands on which action can be taken and other instances of discrimination on which action should be taken.
- Identify what cases 'non-employment' discrimination covers, i.e. goods, facilities & services; housing; education and public sector functions.
- Recognise that public authorities have extra duties.
- Recognise the implications of language in discrimination.
- Use appropriate language and questions with clients.
- Know where, when and how to refer/signpost clients for:
 - a) advice,
 - b) information
- Know what the Devon & Cornwall Law Centre can do to provide help and advice