

Straightforward pricing based on the service and number of participants — not the size or sector of your organisation.

Training

Service	Duration	Price
Deaf Awareness Essentials — Online	60 minutes	£395
Deaf Awareness Essentials — On-site	60 minutes	£495
Comprehensive Deaf Awareness	3 hours	£750
Business BSL Taster	2 hours	£495
Workplace BSL Programme	6 × 2 hours	£1,800

Group size: Prices include up to 15 participants. Participants 16–20 are £25 each. For more than 20 participants, we will recommend an appropriate additional-session or group arrangement.

Deaf Access Mystery Shopping

A practical test of what a Deaf customer actually experiences when using your service. Rather than reviewing policies in isolation, the service tests real customer contact and reports what happens.

Mystery Shopping service	Price
Single Journey Review	From £495
Multi-location / multi-channel review	Quotation

Single Journey Review — standard scope: one agreed customer journey or service interaction; pre-visit/contact planning; one mystery-shopper interaction by an appropriate Deaf shopper; structured assessment of communication and accessibility; factual observations; and a concise written findings report with practical recommendations.

Examples can include a retail/customer-service visit, reception or enquiry journey, accessible contact route, or another agreed service interaction. The exact scenario is agreed before the assignment. Additional locations, repeat visits, multiple contact channels, specialist expenses or substantially more complex scenarios are quoted separately.

Bespoke training

If an organisation needs a combination of the training above, a sector-specific programme or substantial bespoke development, we will provide a clear quotation before work begins.

What's included

Standard preparation and administration, digital participant resources and reasonable sector tailoring are included in training prices. On-site travel within Greater London is included. Travel outside Greater London and any necessary accommodation are agreed in advance.

Booking & payment

Purchase orders are accepted. Standard payment terms are 30 days. Prices shown are exclusive of VAT where applicable.

Ready to book or need a quotation?

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