



The Centre of Sign Sight Sound

COS

DEAF FRIENDLY AWARD

What you need to know



Buddar Gyfeillgar
Deaf Friendly
Sefydliad/Organisation

Gwobr
COS
Award

COS DEAF FRIENDLY AWARD SCHEME

What is the award

- **Helping Deaf and hard of hearing people recognise businesses and organisations who consider deafness in the delivery of their services.**
- **To thank those business and organisations who ensure access to Deaf and hard of hearing people.**
- **Recognising the on going commitment to deliver services that ensure access for Deaf and hard of hearing people.**

The scheme helps Deaf and hard of hearing people identify those business and organisation who consider their access needs, in how they deliver their services, goods and information.

Many people who are Deaf or hard of hearing find it difficult to engage, particularly because of stigma's and a lack of understanding and awareness about deafness. Going to the shop or to your local authority can be a frustrating experience when there has been no provision for staff to know how to support someone with a deafness.

Thankfully many businesses and organisations have put in place key measures to support its customers and staff with a deafness, and this scheme will recognise those businesses and organisations.

Firstly, to help Deaf and hard of hearing people identify those businesses and organisations who are best able to support them, whether that is helping a Deaf person with their banking, or helping them with their shopping.

Secondly, it is important to say thank you to those businesses and organisations who consider the needs of Deaf and hard of hearing people who use their services and buy their goods.

Buddar Gyfeillgar Deaf Friendly

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Bronze awards are given for the following:

- Organisations which have taken the free toolkit Communicating with Deaf and hard of hearing employees and customers to support their businesses in supporting Deaf and hard of hearing people.
- Have delivered Deaf Awareness Training for 30% if over 50 staff and 20% if under.
- Have completed a successful mystery shop.

Silver awards are given for the following:

- As above +
- Have completed three mystery shops.

Gold awards are given for the following:

- As above +
- BSL 12 week course for 30% if over 50 staff and 20% if under.
- Create and have a BSL video highlighting key aspects of your business to the Deaf community or provide signed overlay on your main corporate video.

Platinum awards are given for the following:

- Maintained training the Gold standard for two years.
- Increase your BSL output on social media and your website



GET INVOLVED

For more information or to get involved, contact us at COS and we will help you understand how you can take part and be recognised for your dedicated work towards creating a truly inclusive society.

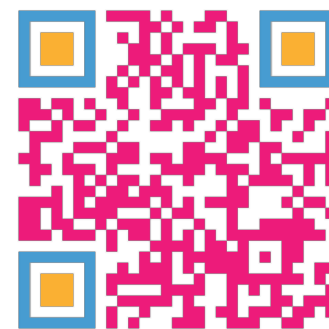
Telephone: 01492 530013

Mobile: 07719410355

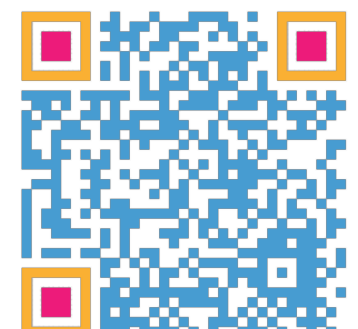
email: info@signsightsound.org.uk

Visit our website at [COS](#) or our dedicated [Deaf Friendly Award Scheme](#) page.

If you have a print version of this then use your QR code reader



Use to get to
our website



Use to get to
the DFA Scheme
page

Terms and Conditions

Last updated 08th October 2018

1. Important information

1.1 These Terms and Conditions set out the contractual relationship between The Centre of Sign Sight Sound ("COS") and you in respect of the COS Deaf Friendly Award Scheme (the "Scheme").

1.2 These Terms and Conditions together with all our policies ("Terms") will apply to your membership of the Scheme.

Please read the Terms carefully and make sure that you understand them, before registering for the Scheme. You will be legally bound by them when you register for the Scheme. If you do not wish to be bound by the Terms please do not register for the Scheme.

1.3 IN PARTICULAR, YOUR ATTENTION IS DRAWN TO CLAUSES 5, 4.3, 11.7

1.4 We will not necessarily file a copy of the Terms specifically in relation to your use of the Scheme. You should therefore save a copy of the Terms to your computer for future reference.

1.5 We may update the Terms from time to time, for example, to comply with changes in the law or to take account of new features to the Scheme. If we have to revise these Terms, we will give you at least one month's written notice of any changes to these Terms before they take effect. To the extent that you find the changes to the Terms unsatisfactory then you can choose to cancel your membership of the Scheme in accordance with clause 7. Every time you wish to use the Scheme, please check the Terms to ensure you understand the terms which will apply at that time.

1.6 The Terms are only in the English language.

2. Information about us

2.1 The Scheme is run by The Centre of Sign Sight Sound and we a Charity/Company limited by Guarantee (No. 2959589) Registered Charity Number 1048017, the registered office of which is at 77 Conwy Road Colwyn Bay Conwy LL29 7LN;

2.2 References in these Terms and Conditions to "we", "us", "our" and "COS" are to The Centre of Sign Sight Sound

2.3 To contact us, please see the Contact Us page.

3. Eligibility for the Scheme

To be eligible to register for the Scheme, you must have an email address and be business, charity, social enterprise or organisation in the UK. Someone over aged 18 must be the contact and manage the scheme from your end, please ensure that if you use children in an aspect of this scheme you have your parent or guardian's consent and ensure that they and you have read and agree to the Terms before you register for the Scheme.

4. Registration Process and Rules

4.1 To apply you must register for the Scheme, using and submitting the online form which can be found at COS Deaf friendly award scheme registration (the "Website") and complete all of the mandatory questions.

4.2 When registering for the Scheme you agree to provide us with accurate and complete registration information. It is your responsibility to ensure that the information provided by you to us is correct and kept up-to-date. If you discover you have made a mistake with your registration details after you have

submitted them to us or your details change, please contact us immediately so that we can correct our records as soon as possible.

4.3 Only one award is permitted per location which is defined by where the mystery shop would be carried out.

4.4 It is your responsibility to inform us that you are no longer eligible for any award under the scheme if your internal circumstances change.

4.5 You are responsible for keeping your Scheme details confidential and they should not be shared with anyone else.

4.6 If you are a new customer to COS, your Scheme account will be set up at the same time as your COS customer account provided that you meet the eligibility criteria as set out in clause 3.

4.6 If you do not wish to participate in the scheme you can opt out by emailing and with the email tag 'DFA Scheme Opt Out'. You will no longer be a member of the scheme, any and all advertising of your business/organisation will stop immediately and any future email communications relating to the scheme will end.

4.7 Not passing a mystery shop will not immediately disqualify you from the scheme, and you will have the opportunity to be reassessed pithing 28 days of the original mystery shop.

5. COS's Right to End Membership

5.1 We may at any time suspend or terminate your membership without notice if, in our reasonable opinion, there has been a serious failure by you to comply with your responsibilities in the Terms. In such circumstances, COS may also take any other action it considers appropriate.

5.2 We may discontinue the Scheme at any time. In which case, we will give you reasonable prior notice.

5.3 If we or you end your membership of the Scheme we may delete our records of your Scheme membership and your data without any liability to you.

5.4 If you or we end your membership you must remove all aspects of the scheme from all and any of your premises, and may not advertise as being a member of the scheme.

6. Data Protection

6.1 We take your privacy very seriously and we comply with the relevant provisions of UK data protection legislation.

6.2 We will use and protect any information given to us by you or collected by us during your use of the Website and membership of the Scheme in accordance with our Privacy Policy By agreeing to these terms you are providing your consent to your personal data being processed in accordance with our Privacy Policy.

6.3 When you join the Scheme, you will automatically receive scheme related communications from us. If you do not want to receive these communications see section 7.

7. Cookies

Please refer to our Cookies Policy for information about the cookies used on the Website.

8. Warranties

We will provide the Scheme and the Website using reasonable skill and care. We do not make any other commitments or warranties about the Scheme or the Website save for any others implied by law.

9. Our liability to you

9.1 If we fail to comply with the Terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of the Terms or our negligence, but we are not responsible for any loss or damage that is not foreseeable.

Loss or damage is foreseeable if it was an obvious consequence of our breach or if it was contemplated by you and us at the time we entered into the Terms.

9.2 We do not in any way exclude or limit our liability for:

9.2.1 death or personal injury caused by our negligence;

9.2.2 fraud or fraudulent misrepresentation;

9.2.3 for any matter which it is not permitted by law to limit or exclude, or attempt to limit or exclude, our liability.

9.3 We will not be responsible to you if there is unauthorised access to your registration details or unauthorised activity on the Scheme area of the Website as a result of your membership details becoming known by someone else, unless this is due to our own failure to take proper care. You should contact us as soon as possible if you believe that anyone has obtained your log-in details without your permission or if you become aware of any other breach of security on the Website.

9.4 We will not be responsible for any losses you suffer or other consequences as a result of you providing incorrect or out-of-date details during the registration process.

10. Other important terms

11.1 We may transfer our rights and obligations under the Terms to another organisation, but this will not affect your rights or our obligations under the Terms.

11.2 You may only transfer your rights or your obligations under the Terms to another person if we agree in writing.

11.3 The Terms are between you and us. No other person shall have any rights to enforce the Terms, whether under the Contracts (Rights of Third Parties Act) 1999 or otherwise.

11.4 Each of the paragraphs of these Terms and Conditions operate separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

11.5 If we fail to insist that you perform any of your obligations under the Terms or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

11.6 The Terms are governed by English and Welsh law. This means the Terms and any dispute or claim arising out of or in connection with them will be governed by English and Welsh law. You and we both agree to that the courts of England and Wales will have non-exclusive jurisdiction. However, if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland.

11.7 All IPR created in relation to the scheme will rest with us. For the avoidance of doubt, any Data or media produced during your involvement, whole or in part, shall be owned by us (COS).