

## Testimonials .....

*'The support I received from the TC team during my 3 years at TVU helped me to build my confidence and I consequently did really well in my studies. They are so dedicated, yet friendly. I was so glad to have had such great staff providing fantastic support throughout my journey.'*

**B. Fahzoom. BA (Hons) GD Vis Comm.**

*'Having taught for over 30 years and encountered many issues with the learning needs of a variety of students I have always been impressed with the service offered by Judith and her team.'*

**P.Hawkes. University of West London.**

*'The service is always great, they are friendly and reliable.'* **T.Willis. B.Sc Business Stats with Mathematics, Oxford Brookes University**

*'Total Communication is such a dedicated fantastic service who supported me throughout my Bachelor and the Masters Degree and now in my current occupation as a research scientist in oncology at the University of Oxford. I have a strong rapport with the staff, they put me at ease and deliver full information that I may have missed due to my profound deafness. They have done an extraordinary job interpreting, considering my subject area. Research is very scientific and complex! I couldn't ask for better support than this. They enabled me to get involved and to have full access. I highly recommend them'.* **Sabira Yameen,**

**Research Scientist, University of Oxford**

## Total Communication (Interpreting Services) Ltd

Phone: 0118 9675077  
(Office opens from 8 a.m.)

SMS & Phone: 07793961784  
Lesley, Administration

SMS & Phone: 07961194664  
Judith, Managing Director

Email: [tc@totalcommteam.com](mailto:tc@totalcommteam.com)

[www.totalcommteam.com](http://www.totalcommteam.com)

*Registered address:*  
**45 Turnberry, Bracknell  
Berkshire, RG12 8ZJ**  
Company Registration Number 7189662



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**A Complete  
and  
Essential Service  
for  
Deaf Students**

**Professional and friendly:  
Interpreters  
Communication Support Workers  
Manual and Electronic Notetakers**

## Our Company....

Our company roots are steeped in education. Our MD, Judith, has been supporting D/deaf students across all levels of education for nearly 20 years.

Judith is involved in groups and organisations committed to monitoring and improving the experiences of Deaf students in tertiary education.

She is a member of the CHES planning group, the Consortium of Higher Education Support Services with Deaf Students, which is affiliated to DESF, The Deaf Education Support Forum where the focus is education prior to university. These and other relationships ensure our team is constantly updated with developments in our arena.

***“We want you to enjoy university life without the anxieties of organising support. Total Communication can ease those stresses and strains so you can fully embrace your studies and the whole university experience” Judith.***

Our Mission Statement... ‘Our aim is always to provide a professional and personal service based on the needs of the service user and appropriate to the context in which we are working. We seek to establish a trusting relationship with all parties we engage with. We have a commitment to include D/deaf people in all aspects of life. We are dedicated to providing communication that promotes equality, impartiality and respect for the rights of both parties.’

## Our Team....

Emma is our Student Liaison Officer. She is Deaf and was also a student in tertiary education. Emma will be available for you to contact via email, SMS or phone every morning from 8 a.m.

Here's what Emma has to say....








*Starting at a new college or a university can be a daunting experience for anyone, especially for someone who is D/deaf. When I left the security of my Deaf school, I was naturally scared of approaching a brand new environment, where I knew no-one and the teachers and the environment were completely alien to me. As soon as I was introduced to TC, which was the moment I enrolled, I felt I was in safe hands.*

*I work for TC now and can use my own experiences and knowledge to help make your journey as smooth and as enjoyable as possible.*

Emma Clarke

At present we have over 20 permanent staff in our team, with unrivalled experience and knowledge. We are all appropriately qualified, all staff that will support you are either registered with NRCPD (National Registers of Communication Professionals working with Deaf and Deafblind People) or are working towards their registration.

## Our Services....

-  BSL and SSE Interpreters
-  Manual and Electronic Notetakers
-  Deaf Relay Interpreters
-  Lip speakers
-  Speech to Text Reporters
-  Sign Language Courses
-  Deaf Awareness Training

We have experienced trainers in Deaf Awareness and we can offer this service to both your teaching staff and to your peer group, should you wish it.

Our Head Office is in Reading, Berkshire. From here we provide our service generally within an 80 mile radius. However, no distance is ever considered too far and we do offer a countrywide service.

We will work with your university to match your Assessment of Need in relation to your timetable to give you the best possible value for money, ensuring you make the best use of your Disabled Students Allowance. We will provide a bespoke costing once we know exactly what your requirements are.

We look forward to working with you.