

Testimonials from our customers.... *'For the past 15 years Total Communication have provided an exemplary service to Reading College, working closely with the colleges Disability and Inclusion team to provide outstanding support, advice and guidance to our students with additional learning support requirements.'* **Fiona Lee, Learning Skills Co-Ordinator, Reading College.**

'I have always been confident that the services provided by Total Communication help level the ground for those students whose declared impairments could, without appropriate support, fail in the education system. By working in partnership we are able to support students both educationally and emotionally to help them achieve their potential.'

Brian Uzzell – Director of Student Services, Bracknell and Wokingham College

'Total Communication has supported hearing impaired students at BCA over many years. In the time that I have been working with them I've found the team diligent, strongly focused on the best for the individual and always there.'

D. Haskew – Senior Learning Support Lecturer, Berkshire College of Agriculture.

'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. With their support one of my students was able to explore her confidence and creativity with extraordinary freedom'

P. Hawkes. Senior Lecturer, Reading College & University of West London

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**A Complete and
Essential Service
for your
Institution
and your
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 stages of education and levels of learning 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 will eliminate the stresses and strains involved in finding appropriate professionals for your institution and your Deaf and hard of hearing students. Let us assist you in co-ordinating learners support and in managing the logistics of their timetables” 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 college student. 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, our Communication Support Workers and Interpreters 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
-  Six Week Enrichment Program

Our service will be specifically tailored to suit the needs of your academic institution. This may include duties such as record keeping for audit.

We will provide a bespoke costing dependent on your numbers of D/deaf students and the provision they need. Provision can be dependent on factors such as the program of study; number of supported hours needed and are there any additional disabilities or educational needs to take into consideration.

We have experienced trainers in Deaf Awareness and we can offer this service to both your teaching staff and the peer groups of your deaf student. We believe this helps to promote integration and access and so creates a welcoming learning environment for all involved.

Our Head Office is in Reading, Berkshire. It is 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.