

# The Accessibility for Manitobans Act (AMA) Customer Service Standard Training Plan

Phase/Timeline	Training	Participants/Action
<b>1</b>	<b>Introduction to the AMA Customer Service Standard</b> <i>online modules (total of 30 minutes)</i>	
February/March 2017	The Introduction to the AMA Customer Service Standard training modules have been developed by the Manitoba Post-Secondary Institutions Network to develop an awareness around Manitoba's commitment to ensuring access to programs, goods, and services for all.	<p><b>All BU employees:</b> Please watch the three (3) online modules developed by the Manitoba's Post-Secondary Institutions Network.</p> <p><a href="#">Access the modules on Moodle today!</a>* *enrollment key is Accessibility1</p>
<b>2</b>	<b>AMA Customer Service Standard: What does this mean for me at BU?</b> <i>scheduled information sessions (2 hours)</i>	
March/April 2017	Following the launch of the online training modules, information sessions will be held to provide information on what Brandon University has put into place as part of its commitment to accessibility and to ensure it meets its obligations outlined under the AMA Customer Service Standard Regulation.	<p><b>All BU employees:</b> Please sign up to attend one of the generally scheduled 2 hour information sessions.</p> <p><a href="#">Sign up today! See schedule</a></p> <p>Unit Heads may want to schedule a session specifically for their department/faculty.</p>
<b>3</b>	<b>Specialized Training</b> <i>learning opportunities that explore related topics in greater depth</i>	
May -November 2017 (and ongoing)	<p>Specialized training will be offered following the initial training on an ongoing basis in areas such as:</p> <ul style="list-style-type: none"> <li>• Planning an Accessible Event on Campus</li> <li>• Creating Accessible Documents</li> <li>• Accommodations in the Classroom</li> <li>• MB Human Rights Code - An Employers Duty to Accommodate</li> </ul>	<p><b>All BU employees:</b> Please sign up as they relate to you and your role and responsibilities.</p> <p>Schedule coming soon.</p>