

# Customer Services Group UK Annual Conference 2016



## Equipping customer services staff to provide accessible and inclusive services

CSGUK Annual Conference – 28<sup>th</sup> November 2016

Woburn House, Tavistock Square, Kings Cross, London WC1H 9HQ

<http://www.woburnhouse.co.uk/>

Programme		
Time	Session	Speakers
09:00- 09:30	Registration	
09:30-09:45	Welcome and work of CSGUK	Erin Caseley, Chair of CSGUK
09:45- 10:30	<b>Keynote Presentation</b>	Chris Brill, Senior Policy Adviser, Equality Challenge Unit
10:30-11:00	Refreshments and Networking	
	<b>Accessibility and Inclusivity in Practice:</b>	
	Trans-aware customer service	Kit Heyam, Leeds Beckett University
11:00-12:30	Working with others to provide accessible and inclusive library services	Jane Reynolds, University of Bristol
	Learning from and supporting international students	Bryony Ramsden, University of Huddersfield
	Your Library: your story	Harinder Matharu, University of Leicester
12:30-13:30	Lunch and Networking	
13:30 – 14:45	<b>Implementing the Universal Design for Learning Framework at De Montfort University</b>	Carol Keddie, De Montfort University
14:45-15:15	<b>Segmenting the Student Population</b>	Denis Shukur, University of East London Students' Union
15:15- 15:35	Refreshments	
15:35-16:15	<b>Opening up our services: Lessons we can learn</b>	Andrew Mackey, Consultant and CSE Assessor
16:15-16.30	Closing Remarks	Erin Caseley, Chair of CSGUK