



ricability

Fit to Equip?

**Final year report prepared for the
Department of Health**

**Assist UK
Ricability**

Spring 2012

Annex A: Consumer Retail standards

		Bronze standard	Silver standard	Gold standard	BHTA Code of practice	CED standards
General						
<p>Disabled consumers have the same needs and aspirations as the rest of the population. They would like shops selling assistive technology equipment to be easy to get to, pleasant to visit and offer an unvarying high standard of service.</p> <p>The specialised facilities needed are simply those that make the shop easy and convenient to use. However there was a widespread but not unanimous view that suppliers of disability equipment had responsibilities for providing information (and some helpful services) that went beyond what was normally provided in the high street.</p>						<p>CED core competences are proposed as being required by staff selling, setting up, fitting or installing community equipment.</p>
Application						
		<p>These principles apply to all staff, sub-contractors and agents</p>	<p>These principles apply to all staff, sub-contractors and agents</p>	<p>These principles apply to all staff, sub-contractors and agents</p>	<p>14.2 requires representatives etc to uphold the standards outlined in the Code.</p>	
Accessibility of premises						

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All premises should comply with the DDA and be easily accessible, without the need to make special arrangements or enlist help because of the poor design of a building. Requirements for accessibility cover the whole of the customer's experience, from getting into the shop, acquiring information about a product and purchasing it.

Access by public transport		Within 200m of a bus stop in areas where buses are accessible	Within 200m of a bus stop in areas where buses are accessible	No mention
		Dropped kerbs between public transport stops , parking spaces and shop	Dropped kerbs between public transport stops , parking spaces and shop	No mention
		Practical access from train station by bus or taxi	Practical access from train station by bus or taxi	No mention
Access by car	Parking within 100m	Designated parking on premises Assistance getting in and out of cars available and offered as matter of routine Assistance button in parking area Telephone number for calls for assistance	Designated parking on premises Assistance getting in and out of cars available and offered as matter of routine Assistance button in parking area Telephone number for calls for assistance	No mention No mention No mention No mention
Main entrance	Wheelchair accessible without need to make prior arrangement Accessible for ambulant people without need to make prior arrangement (appropriate ramps and handrails, door opening mechanisms, etc)	Wheelchair accessible without need to make prior arrangement Accessible for ambulant people without need to make prior arrangement (appropriate ramps and handrails, door opening mechanisms, etc)	Wheelchair accessible without need to make prior arrangement Accessible for ambulant people without need to make prior arrangement (appropriate ramps and handrails, door opening mechanisms, etc)	No mention No mention

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	Staff trained to be able to help people get into and around the shop	Staff trained to be able to help people get into and around the shop	Staff trained to be able to help people get into and around the shop	No particular requirement to train staff to provide assistance. 6.3 states that staff should not be asked to carry out tasks for which they have not received training
Inside the shop The layout and appearance of the shop is likely to have a strong effect on customer perceptions. The environment should be open and easy to move around in. Where possible products should be displayed in a realistic environment and hands on inspection encouraged.	Good access to a discussion/selling area Floor material appropriate for wheelchairs. Should be adequate light as well as space Stock displays and shop layout should make it easy for customers to find a given item of equipment and browse for ideas. Over cluttered displays should be avoided Small items should be displayed as well as large and not just high profit items	Good access to most parts of the shop Stock displays and shop layout should make it easy for customers to find a given item of equipment and browse for ideas. Over cluttered displays should be avoided	Good access to all parts of shop Stock displays and shop layout should make it easy for customers to find a given item of equipment and browse for ideas. Over cluttered displays should be avoided	No mention No mention

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	<p>Staff should be trained to accommodate disabled customers - hand signs, guidance for those with limited vision; water offered to guide dogs, for example</p> <p>Stock should be well organised and labelled so you can find it</p>	<p>Staff should be trained to accommodate disabled customers - hand signs, guidance for those with limited vision; water offered to guide dogs, for example</p>	<p>Staff should be trained to accommodate disabled customers - hand signs, guidance for those with limited vision; water offered to guide dogs, for example</p>		
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Facilities	<p>Induction loop</p> <p>Staff trained in use of IL</p> <p>Adequate number of appropriately designed chairs</p> <p>Portable amplifier for people who do not use a hearing aid</p> <p>Toilet on premises</p>	<p>Induction loop</p> <p>Staff trained in use of IL</p> <p>Adequate number of appropriately designed chairs</p> <p>Wheelchair accessible toilet on premises</p> <p>Open in the evening at least one day a week</p>	<p>Induction loop</p> <p>Staff trained in use of IL</p> <p>Adequate number of appropriately designed chairs</p> <p>Coffee and refreshments available</p> <p>Range of cups and holders available; table</p> <p>Wheelchair accessible toilet on premises</p> <p>Open in the evening at least two days a week</p>	<p>No mention</p>
External appearance	<p>Window displays and signs should make it easy to identify the type of products sold in the shop.</p> <p>Visibility strip on large windows</p> <p>Approval certificates, accreditation and other certificates of competence should be displayed on or near the entrance</p>	<p>Window displays and signs should make it easy to identify the type of products sold in the shop.</p> <p>Visibility strip on large windows</p> <p>Approval certificates, accreditation and other certificates of competence should be displayed on or near the entrance</p>	<p>Window displays and signs should make it easy to identify the type of products sold in the shop.</p> <p>Visibility strip on large windows</p> <p>Approval certificates, accreditation and other certificates of competence should be displayed on or near the entrance</p>	<p>No mention</p> <p>No mention</p> <p>No mention</p>
Satellite clinics	<p>Good practice would be mobile satellite clinics</p>			

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Information						
<p>Information is the key to success. Different people will need different amounts of information. Suppliers need to provide whatever is appropriate to those who have little experience of assistive technology equipment and those who already know what they want. All information needs to be complete, up to date and provided in an appropriate way. Staff need to be able to communicate well</p>	<p>General</p>	<p>Staff should be able to communicate appropriately, taking into account any physical, sensory or intellectual needs</p> <p>Suppliers should ensure that their customers have enough information to be able to choose appropriately. They should not wait for customers to ask but should anticipate.</p> <p>Any specialist knowledge or expertise possessed by staff should be clearly signposted. Suppliers should be aware of other sources of</p>	<p>Staff should be able to communicate appropriately, taking into account any physical, sensory or intellectual needs</p> <p>Suppliers should ensure that their customers have enough information to be able to choose appropriately</p> <p>Any specialist knowledge or expertise possessed by staff should be clearly signposted. Suppliers should be aware of other sources of</p>	<p>Staff should be able to communicate appropriately, taking into account any physical, sensory or intellectual needs</p> <p>Suppliers should ensure that their customers have enough information to be able to choose appropriately</p> <p>Any specialist knowledge or expertise possessed by staff should be clearly signposted. Suppliers should be aware of other sources of</p>	<p>7.1 states that staff much have the appropriate product knowledge to advise and assist customers</p> <p>5.3 viii) says staff should work in a collaborative manner with healthcare professionals (such as doctors, consultants, occupational therapists,</p>	<p>1. Communicate effectively using a range of methods in relation to physical, sensory and cognitive needs and taking account of each person's culture and language needs. Needed: Ability to communicate and listen</p> <p>10. Respect people's equality, diversity and rights. Needed: understanding of disability, cultural and gender issues.</p> <p>5. Support customer to decide on a course of action and signpost them to appropriate local service when required. Needed: Ability to identify</p>

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<p>specialist knowledge in the area</p> <p>Staff need to recognise any limitations of their own knowledge, and refer customers elsewhere when necessary</p> <p>An experienced member of staff needs to be available for at least two working days out of six.</p>	<p>specialist knowledge in the area</p> <p>Staff need to recognise any limitations of their own knowledge, and refer customers elsewhere when necessary</p> <p>An experienced member of staff needs to be available for at least four working days out of six.</p>	<p>specialist knowledge in the area</p> <p>Staff need to recognise any limitations of their own knowledge, and refer customers elsewhere when necessary</p> <p>An experienced member of staff needs to be available at all times.</p>	<p>physiotherapists etc) and recognise and respect the contribution of all within the healthcare team.</p> <p>5 vii states that staff should acknowledge their limitations of competence, and not act beyond them</p>	<p>appropriate range of solutions and share these to enable the client to make an informed choice; Ability to advise on other sources of equipment: - Knowledge of where to signpost people</p> <p>7 Assess boundaries to the scope of practice relevant to your own competence and to your employing organisation. Needed: Knowledge of boundaries of your own service and when to refer to more specialist advice.</p>
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<p>General product information</p>	<p>Staff should be able to provide up to date and accurate information on the types of equipment available to solve common problems and on the basic functions of such equipment. This information should be given freely, and volunteered. Such advice should be available at least two days a week.</p> <p>Suppliers should be able to identify customers who need some form of assessment, and provide information about what is involved and how useful it may be</p> <p>Information kiosk/area in shop about articles not on display. Needs to be available in large print, audio and sign language</p>	<p>Staff should be able to provide up to date and accurate information on the types of equipment available to solve common problems and on the basic functions of such equipment. This information should be given freely, and volunteered. Such advice should be available at least two days a week.</p> <p>Suppliers should be able to arrange for assessments</p>	<p>Staff should be able to provide up to date and accurate information on the types of equipment available to solve common problems and on the basic functions of such equipment. This information should be given freely, and volunteered. Such advice should be available at least two days a week.</p> <p>Assessments should be available on a drop in or appointment basis</p>	<p>2. Assess the impact of a range of functional impairments on an individual's lifestyle and preferred way of life. Needed: Understanding of a range of commonly encountered impairments, and illness conditions that result in impairment.</p> <p>3. Assist customer to clarify requirements taking into account task requirements and environmental factors. Needed: Understanding of task requirements and impact of social, cultural and environmental factors.</p>
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<p>Supply of appropriate product</p>	<p>Shops have responsibility for ensuring that the product sold is appropriate for each individual customer and 'fit for purpose'</p>	<p>Shops should be able to carry out a 'mini-assessment'</p>	<p>3.1 c) requires staff to ensure that the products sold are satisfactory quality and fit for the purpose specified.</p> <p>3.1 f) states that products will only be supplied where they fulfil a genuine need</p> <p>8.7 requires suppliers to point out any limitations of the product - if falls short of likely expectations, this must be explained in writing.</p> <p>8.8 states that staff must point out any disparity between the product and the customer's expectations of it</p>	<p>4. Identify a range of solutions, including equipment, that meet the individual's needs, lifestyle and preferences. Needed: Knowledge of a range of solutions including equipment, that would meet the individual's needs, lifestyle and references, and their appropriate use</p>
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	Shops should refuse to supply any product that would clearly be unsuitable for the user because it would be unsafe, could make a condition worse or have some other adverse effect on the customer's wellbeing	Shops should refuse to supply any product that would clearly be unsuitable for the user because it would be unsafe, could make a condition worse or have some other adverse effect on the customer's wellbeing	Shops should refuse to supply any product that would clearly be unsuitable for the user because it would be unsafe, could make a condition worse or have some other adverse effect on the customer's wellbeing	
Legal	<p>Suppliers should be aware of the law, Codes of Practice and other information relevant to fair trading</p> <p>Suppliers need to make sure that customers understand the ramifications of any agreement or contract</p>	<p>Suppliers should be aware of the law, Codes of Practice and other information relevant to fair trading</p> <p>Suppliers need to make sure that customers understand the ramifications of any agreement or contract</p>	<p>Suppliers should be aware of the law, Codes of Practice and other information relevant to fair trading</p> <p>Suppliers need to make sure that customers understand the ramifications of any agreement or contract</p>	<p>1.3 & 6.1 require staff to be aware of relevant legislation and other factors</p> <p>5 xi requires staff to ensure that customers are fully informed.</p> <p>8.6 require contracts to be provided in appropriate formats and for sales staff to go through them with people who have poor eyesight or are confused.</p> <p>8.13 requires staff to provide details of delivery, installation, training, after-sales support, service and warranty prior to any</p>

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			sale
	Contracts must be easy to read and in accessible formats	Contracts must be easy to read and in accessible formats	Contracts must be easy to read and in accessible formats
	Experts in shop on specific days. May specialise in particular disabilities or particular AT areas		8.6 requires that terms and conditions be available in writing, be legible, comprehensive and in plain English. Important clauses such as cancellation conditions must be in bold.
	Cooling off periods is offered as the law stipulates. Information about them needs to be clearly explained and backed up on paper	Cooling off periods is offered as the law stipulates. Information about them needs to be clearly explained and backed up on paper	8.10 All verbal claims or promises made by sales staff must be put in writing
		Cooling off periods is offered as the law stipulates. Information about them needs to be clearly explained and backed up on paper	11.1 - 11.7 covers cooling of periods, explanations about them, rights of cancellation and refund and forms of restitution.

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<p>Information prior to sale</p>	<p>Shops should ensure that customers are aware of the characteristics and limitations of the product before they buy it. Details of any extra charges, services and after sales facilities need to be provided before the transaction is completed Prices should always be stated clearly. 'POA' should not be used, even in ads</p>			<p>8.13 Details of delivery, installation, training, after-sales support, service and warranty should be made available prior to sale.</p>
<p>Signposting to further sources of advice and information</p>	<p>Suppliers need to be able to identify customers who need more information Suppliers should volunteer information to 'people don't know where to begin' Where more information, assessment or advice is needed, suppliers should point their customers towards it, and explain why it is necessary Retailer should inform consumers of the virtues of having an assessment</p>	<p>Suppliers need to be able to identify customers who need more information Suppliers should volunteer information to 'people don't know where to begin' Where more information, assessment or advice is needed, suppliers should point their customers towards it, and explain why it is necessary</p>	<p>Suppliers need to be able to identify customers who need more information Suppliers should volunteer information to 'people don't know where to begin' Where more information, assessment or advice is needed, suppliers should point their customers towards it, and explain why it is necessary</p>	<p>8.2 states that where there are safety concerns a full assessment must be carried out and documented</p>

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	<p>Suppliers need to have a realistic idea of what services are provided by social and health services and other information providers</p> <p>This information needs to include relevant practical detail, such as how long local waiting list are</p>	<p>Suppliers need to have a realistic idea of what services are provided by social and health services and other information providers</p> <p>This information needs to include relevant practical detail, such as how long local waiting list are</p>	<p>Suppliers need to have a realistic idea of what services are provided by social and health services and other information providers</p> <p>This information needs to include relevant practical detail, such as how long local waiting list are</p>	<p>8.3 states that potential customers must be told of relevant services and information sources.</p> <p>8.4 requires suppliers to tell customers when professional or medical advice is necessary</p>	
Information on products generally	<p>Since few people are aware of the range of equipment available suppliers need to ensure that it is readily available in a digestible form. This may include:</p> <p>up to date catalogues good product displays distribution of buying guides</p> <p>Information sources need to be kept up to date</p>	<p>Since few people are aware of the range of equipment available suppliers need to ensure that it is readily available in a digestible form. This may include:</p> <p>up to date catalogues good product displays distribution of buying guides</p> <p>Information sources need to be kept up to date</p>	<p>Since few people are aware of the range of equipment available suppliers need to ensure that it is readily available in a digestible form. This may include:</p> <p>up to date catalogues good product displays distribution of buying guides on line access to information sources demonstration sessions</p> <p>Information sources need to be kept up to date</p>		

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Access to advice from an OT/independent expert	The supplier should put customers in contact with an OT in cases where independent advice is necessary	An OT should be available for consultation at given and regular times	An OT should be available for consultation at given and regular times		
Information formats	<p>Information shall be provided in a fashion and format that is appropriate to the consumer</p> <p>Descriptions and claims must be accurate and not lead to unrealistic expectations</p> <p>Sales staff should ensure customer understands information</p>	<p>Information shall be provided in a fashion and format that is appropriate to the consumer</p> <p>Descriptions and claims must be accurate and not lead to unrealistic expectations</p> <p>Sales staff should ensure customer understands information</p>	<p>Information shall be provided in a fashion and format that is appropriate to the consumer</p> <p>Descriptions and claims must be accurate and not lead to unrealistic expectations</p> <p>Sales staff should ensure customer understands information</p>	<p>3.1 g) says that all information will be in plain language.</p> <p>3.1 h) states that it will be given in an appropriate format</p> <p>3.1 d) any claims made by the company and its employees will be honest and truthful, and will not give rise to false expectations.</p> <p>Information, claims and comparisons must be accurate, balanced, fair, objective and unambiguous. They must not mislead either directly or by implication.</p>	
Home visits			Provide general information and a mini-assessment at home		
People are more relaxed at home, and home visits provide insight into how equipment may be used					

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Staff	Information on products	Main limitations such as weight limits CE and other approval marks				
<p>Staff need to be welcoming, discuss equipment and provide information in an appropriate way. Customers should feel at ease at all times, and not under pressure of any kind. Staff need an understanding of disability (staff with disabilities is an advantage) and that some purchases represent what people have to have rather than being things that are actively desired.</p>	Initial welcome	Staff should welcome customers into the shop, explain that they are welcome to browse and that information is available if they wish	Staff should welcome customers into the shop, explain that they are welcome to browse and that information is available if they wish	Staff should welcome customers into the shop, explain that they are welcome to browse and that information is available if they wish		
		Badges or some other device should identify staff	Badges or some other device should identify staff	Badges or some other device should identify staff		
	Sales	Any advice provided should be geared to the needs of each individual All recommendations should be based on verifiable facts about the product or on reliable feedback about its performance	Any advice provided should be geared to the needs of each individual All recommendations should be based on verifiable facts about the product or on reliable feedback about its performance	Any advice provided should be geared to the needs of each individual All recommendations should be based on verifiable facts about the product or on reliable feedback about its performance		

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<p>Unacceptable sales techniques</p>	<p>Sales staff should not put pressure on customers in any circumstances. They must not stress the dangers of not buying or play on the worries or insecurities of customers in any way.</p>	<p>Sales staff should not put pressure on customers in any circumstances. They must not stress the dangers of not buying or play on the worries or insecurities of customers in any way.</p>	<p>Sales staff should not put pressure on customers in any circumstances. They must not stress the dangers of not buying or play on the worries or insecurities of customers in any way.</p>	<p>3.1 h) says that at all times, the vulnerable nature of the customer will be respected. Vulnerable customers, such as those who are elderly and/or disabled, will not be coerced Code of Practice version updated October 2008 in any way, will be given information in an appropriate</p>
	<p>Some people believe that retailers should not sell products that come with a certain level of risk - even white sticks fall into this group</p>	<p>Hard sell or manipulative selling techniques should not be used</p>	<p>Hard sell or manipulative selling techniques should not be used</p>	<p>8.1 says Inappropriate selling tactics must not be used. (Examples of what might be high pressure selling/mis-selling tactics include: unreasonably long stay (for sales in the home); high initial price followed by the offer of a discount (often followed by a telephone call to the "manager"); discount on the condition that the consumer agrees to the</p>

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	<p>Customers should not be hurried, and should be told that they can take their time to make a decision - coming back another day if necessary Staff should write key facts down for customers</p>	<p>Customers should not be hurried, and should be told that they can take their time to make a decision - coming back another day if necessary Staff should write key facts down for customers</p>	<p>Customers should not be hurried, and should be told that they can take their time to make a decision - coming back another day if necessary Staff should write key facts down for customers</p>	<p>sale that day; withholding price information until the end of the sales discussion/visit; alleged limited availability of a product; misrepresentation of the product, price or contract.)</p>
Involvement of others	<p>Shop staff should recognise that the person who will use the equipment is the primary decision maker. All communications should be focused on this person, using appropriate equipment or techniques where necessary</p>	<p>Shop staff should recognise that the person who will use the equipment is the primary decision maker. All communications should be focused on this person, using appropriate equipment or techniques where necessary</p>	<p>Shop staff should recognise that the person who will use the equipment is the primary decision maker. All communications should be focused on this person, using appropriate equipment or techniques where necessary</p>	

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<p>Confidentiality</p>	<p>However carers, assistants, family and friends may be affected by the choice of equipment and in some cases they will also use it (eg getting it into a car, cleaning it). Shops should ensure they are adequately consulted, without diluting the attention given to the primary user.</p> <p>Information provided by customers and details of any transactions should be treated as confidential</p>	<p>However carers, assistants, family and friends may be affected by the choice of equipment and in some cases they will also use it (eg getting it into a car, cleaning it). Shops should ensure they are adequately consulted, without diluting the attention given to the primary user.</p> <p>Information provided by customers and details of any transactions should be treated as confidential</p>	<p>However carers, assistants, family and friends may be affected by the choice of equipment and in some cases they will also use it (eg getting it into a car, cleaning it). Shops should ensure they are adequately consulted, without diluting the attention given to the primary user.</p> <p>Information provided by customers and details of any transactions should be treated as confidential</p>	<p>3.1 e) says They will act at all times in such a manner as to justify public trust and confidence, to uphold the good standing and reputation of the healthcare industry, to serve the best interests of society, and above all, to safeguard the interests of individual customers. They will respect the confidentiality of information obtained and not disclose such information without the consent of the customer concerned or a person entitled to act on their behalf, except where</p>
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				<p>such disclosure is required by law. They will be honest and truthful in all their dealings with consumers.</p>
<p>Staff structure</p>	<p>Shops need to have male and female staff, or be able to bring such staff in</p>			<p>5.3 xiii) says members shall respect the confidentiality of information obtained during the course of his/her work and not disclose such information without the consent of the customer concerned or a person entitled to act on their behalf, except where such disclosure is required by law.</p>
<p>Other</p>	<p>Staff should use appropriate language, and use positive language</p> <p>Staff should ask customers to describe their difficulties so they know how best to help</p>			

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Facilities							
<p>The layout of premises and the facilities offered should recognise the particular needs of customers and the fact that for many of them the shop will be one of very few sources of information they use.</p>	Display area	As far as possible, products should be displayed so that they can be seen and inspected easily					
	Demonstration area	A demonstration area should be large enough for small products to be tried out realistically					
	Comfort	Shops should have strategically placed seats for customers. They should be at different heights and (some) should have arms					
	Refreshments	Water should be available for all customers. Good practice would be facilities for coffee or tea	Coffee and tea should be available	Sitting and refreshment area			
	Local information	?	A notice board to give local contact points, ?second-hand equipment, etc	A notice board to give local contact points, ?second-hand equipment, etc			

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Repairs, guarantees and maintenance						
<p>After sales services are important. Repairs to products on which people are dependent need to be speedy and affordable. People need the peace of mind of knowing that any fault or breakdown can be rectified easily and quickly</p>	<p>Maintenance and repairs</p>	<p>Shops need to be able to arrange for the maintenance and repairs of more complex products. Charges for these need to be clearly stated</p>	<p>Shops need to be able to arrange for the maintenance and repairs of more complex products. Charges for these need to be clearly stated</p>	<p>Shops need to be able to arrange for the maintenance and repairs of more complex products. Charges for these need to be clearly stated</p>	<p>9.1 If the product will need servicing regularly, an explanation must be given as to what is entailed, and the likely costs thereof should be outlined. It should be made clear whether maintenance is offered/available, or will have to be obtained elsewhere.</p> <p>12.1 members are expected to provide a high standard of after sales service and to ensure a prompt and adequate service and repair policy.</p>	

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Repairs should be made promptly and be easy to arrange

Repairs should be made promptly and be easy to arrange

Repairs should be made promptly and be easy to arrange

12.2 says response and (where appropriate) and visits should be made within 3 working days of request, unless otherwise agreed. No customer should be without equipment on which they rely for mobility and/or daily living for more than 14 days.

12.5 stipulates that repairs should be guaranteed for a minimum of 3 months

12.13 says that customers should be given details of who to contact to make arrangements, including in case of an emergency

14.3 requires suppliers who sell in other areas to have contract with organisation who can provide product support to the required standard.

12.10 says that customers must be given an estimate of the

Repairs should be carried out at a reasonable cost

Repairs should be carried out at a reasonable cost

Repairs should be carried out at a reasonable cost

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<p>Quibble free returns policy</p>	<p>Customers should be reassured that goods can be returned without fuss. The circumstances in which this can be done (for example, unused, in original packaging) should be clearly stated.</p> <p>Shops should aim to make returning products easy.</p> <p>Where a shop offers to buy back an unsuitable product the price offered should reflect its initial cost its current condition how soon after purchase it was returned how far the seller was responsible for the error of choice</p> <p>Where consumers might have practical difficulties in returning a product, the shop should arrange for collection</p>	<p>Customers should be reassured that goods can be returned without fuss. The circumstances in which this can be done (for example, unused, in original packaging) should be clearly stated.</p> <p>Shops should aim to make returning products easy.</p> <p>Where a shop offers to buy back an unsuitable product the price offered should reflect its initial cost its current condition how soon after purchase it was returned how far the seller was responsible for the error of choice</p> <p>Where consumers might have practical difficulties in returning a product, the shop should arrange for collection</p>	<p>Customers should be reassured that goods can be returned without fuss. The circumstances in which this can be done (for example, unused, in original packaging) should be clearly stated.</p> <p>Shops should aim to make returning products easy.</p> <p>Where a shop offers to buy back an unsuitable product the price offered should reflect its initial cost its current condition how soon after purchase it was returned how far the seller was responsible for the error of choice</p> <p>Where consumers might have practical difficulties in returning a product, the shop should arrange for collection</p>	<p>12.6 sets out circumstances when claims will not be met under a guarantee - neglect, improper use, failure to maintain, accidental damage and abnormal wear and tear.</p> <p>12.9 states buy-back policies must be clear and provided in writing in advance of the sale. Reasons for not buying back must be stated. Companies that do not buy back should have an advice sheet on how to sell the product and advise on second-hand value.</p>
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Terms of guarantee	Terms of guarantees should be clearly stated. Any exclusions (such as punctures on wheelchair tyres) need to be clear. If 'misuse' is excluded, this needs to be defined	Terms of guarantees should be clearly stated. Any exclusions (such as punctures on wheelchair tyres) need to be clear. If 'misuse' is excluded, this needs to be defined	Terms of guarantees should be clearly stated. Any exclusions (such as punctures on wheelchair tyres) need to be clear. If 'misuse' is excluded, this needs to be defined	9.3 says Any optional guarantees/warranties must be explained, including who is offering them and what the benefits are, or leaflets that do this must be provided.
Insurance	Shops should provide information where insurance is advisable	Shops should provide information where insurance is advisable	Shops should provide information where insurance is advisable	9.2 Where appropriate, arrangements for insuring the product should be discussed, or leaflets regarding such insurance should be made available. If insurance is discussed, it must be made clear that it is cancellable, the consumer must be given the option to pay for it up front rather than as part of a credit agreement, and it must be made clear to whom any refund will be paid in the event of cancellation.
Recycling	Retailers should recycle and resell equipment where possible Retailers should dispose of unwanted equipment properly on behalf of consumers			

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	Other after sales services	Good practice to keep in touch with customers (eg catalogue or newsletter). Customer would have to give permission and the level of contact should not be overdone.				
Complaints						
<p>People are hesitant to complain. It should be made clear that comments and feedback are welcome, and customers should be encouraged to provide it</p>		<p>Complaints should be handled promptly and courteously.</p> <p>Complaints procedures should be clearly explained, including any appeals or arbitration procedures</p>			<p>15.1 requires complaints to be handled in a speedy, responsive and user friendly way. They should be resolved with a calendar month.</p> <p>15.2 acknowledgements of complaints should be within 2 working days if made by phone; otherwise 5 working days.</p> <p>15.3 customers must be informed of the arbitration procedure should the complaint not be resolved.</p>	

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A summary of key points should be prominently displayed, at a height and in formats to suit the majority of customers. These terms should be explained to customers who are unable to see or read them. Shops should replace products wherever possible. Appropriate arrangements should be made where customers are left without any equipment on which they are dependent

A summary of key points should be prominently displayed, at a height and in formats to suit the majority of customers. These terms should be explained to customers who are unable to see or read them.

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3.1 g) says A copy of this Code will be given to anyone who requests it and, where complaints cannot be resolved direct with the company, complainants will be made aware of their right to arbitration in accordance with this Code and how to initiate such proceedings.

Sample Retailer Report

Other services						
	Demonstration	Suppliers should be able to demonstrate any product they sell in the shop. Demonstrations need to cover the main features consumers need to know - for example a demonstration of a scooter would be likely to include recharging and folding it	Suppliers should be able to demonstrate any product they sell in the shop. Demonstrations need to cover the main features consumers need to know - for example a demonstration of a scooter would be likely to include recharging and folding it	Suppliers should be able to demonstrate any product they sell in the shop. Demonstrations need to cover the main features consumers need to know - for example a demonstration of a scooter would be likely to include recharging and folding it		8. Provide information and advice on the safe use of equipment to customers in a retail environment. Needed: Ability to explain use of equipment and to demonstrate the safe use of equipment to customers; Ability to provide information about process to follow on equipment breakdown and redundancy, disposal and maintenance.
	Instructions	Shops should provide clear instructions about how products can be safely used. All products should be provided with clear, written instructions, in a range of appropriate formats.	Shops should provide clear instructions about how products can be safely used. All products should be provided with clear, written instructions, in a range of appropriate formats.	Shops should provide clear instructions about how products can be safely used. All products should be provided with clear, written instructions, in a range of appropriate formats.	10.2 instructions/manual must be made available with all new products, and should, if feasible, be made available with second-hand products. The customer's attention should be drawn to user manuals and they should be informed of the need to read them thoroughly.	9. Assess and advise on the degree of risk involved in using/not using equipment. Needed: Understanding of safety and risk and implications for prescribing equipment.
					10.3 outlines some of the information that should be included in instruction manuals.	

Sample Retailer Report

Training	<p>Formal training in the use of a product must be realistic and must cover factors likely to be important to the individual consumer</p>	<p>Formal training in the use of a product must be realistic and must cover factors likely to be important to the individual consumer</p>	<p>Formal training in the use of a product must be realistic and must cover factors likely to be important to the individual consumer</p>	<p>10.1 says Any instructions for use and manuals should be written in clear language, and those responsible for their production should be aware that versions in large print, or on audio tape, may be requested, and this must be facilitated as swiftly as is practicable.</p> <p>8.15 says Where tuition/training is necessary for safe use of a product, reasonable and fair tuition/training for its use under the conditions which the purchaser best describes as "normal" for his / her purposes must be offered prior to conclusion of a sale. If such tuition/training is declined, record must be made of that fact and the reasons given.</p>
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Home visits	Suppliers should be able to demonstrate products to prospective customers at home. If there are limits to the distance suppliers will travel to demonstrate a product this needs to be stated early on. Any charges made for demonstrations at home need to be clearly stated	Suppliers should be able to demonstrate products to prospective customers at home. If there are limits to the distance suppliers will travel to demonstrate a product this needs to be stated early on. Any charges made for demonstrations at home need to be clearly stated	Suppliers should be able to demonstrate products to prospective customers at home. If there are limits to the distance suppliers will travel to demonstrate a product this needs to be stated early on. Any charges made for demonstrations at home need to be clearly stated	
Trial periods	Note to checkers: are home trials without obligation practical? If they are would only larger retailers be able to offer them			
Delivery	Shops should be able to arrange for the delivery of equipment within 3 working days of purchase. Any charges should be reasonable. Accurate information about delivery times should be given. If these are not met, customers should be given adequate notice and a full explanation. Customers should be able to book a specific delivery slot - am or pm	Shops should be able to arrange for the delivery of equipment within 3 working days of purchase. Any charges should be reasonable. Accurate information about delivery times should be given. If these are not met, customers should be given adequate notice and a full explanation. Customers should be able to book a specific delivery slot - am or pm	Shops should be able to arrange for the delivery of equipment within 3 working days of purchase. Any charges should be reasonable. Accurate information about delivery times should be given. If these are not met, customers should be given adequate notice and a full explanation. Customers should be able to book a specific delivery slot - am or pm	8.14 says that delivery and completion dates should be discussed and agreed prior to sale. Customers can cancel if delivery is not on time.

Sample Retailer Report

	<p>on a particular day</p> <p>Where a product needs installation or fitting, shops need to be able to arrange this for any product they sell. It should be possible to fit a product within 30 days of purchase. Fitting charges should be included in the price of any product that has to be professionally installed. Otherwise fittings charges should be reasonable. Fitting should include adjusting a product to make sure it is comfortable and set up in an optimum way for its user. At very least shops should be able to supply a list of competent fitters</p>	<p>on a particular day</p> <p>Where a product needs installation or fitting, shops need to be able to arrange this for any product they sell. It should be possible to fit a product within 30 days of purchase. Fitting charges should be included in the price of any product that has to be professionally installed. Otherwise fittings charges should be reasonable. Fitting should include adjusting a product to make sure it is comfortable and set up in an optimum way for its user.</p>	<p>on a particular day</p> <p>Where a product needs installation or fitting, shops need to be able to arrange this for any product they sell. It should be possible to fit a product within 30 days of purchase. Fitting charges should be included in the price of any product that has to be professionally installed. Otherwise fittings charges should be reasonable. Fitting should include adjusting a product to make sure it is comfortable and set up in an optimum way for its user.</p>	<p>Installation; Deliver and fit/ set up/ install. Needed: Knowledge of safe installation, fitting and set up practice.</p>
Fitting				

Sample Retailer Report

Insurance	<p>Shops should be able to advise on the necessity or advisability of buying insurance. They should be able to provide a list of specialist insurance companies.</p> <p>Staff should offer advice or practical help in disposing of old equipment. They should ensure that it is recycled or refurbished for reuse whenever possible</p>	<p>Shops should be able to advise on the necessity or advisability of buying insurance. They should be able to provide a list of specialist insurance companies.</p> <p>Staff should offer advice or practical help in disposing of old equipment. They should ensure that it is recycled or refurbished for reuse whenever possible</p>	<p>Shops should be able to advise on the necessity or advisability of buying insurance. They should be able to provide a list of specialist insurance companies.</p> <p>Staff should offer advice or practical help in disposing of old equipment. They should ensure that it is recycled or refurbished for reuse whenever possible</p>		
<p>Maintaining contact</p> <p>Follow up call / satisfaction survey</p>	<p>Shops should actively encourage customers to report back any problems with the equipment they have bought</p> <p>Shops should follow up sales with a call to find out how well the product has proved satisfactory, and to gauge satisfaction with the service provided.</p>	<p>Shops should actively encourage customers to report back any problems with the equipment they have bought</p> <p>Shops should follow up sales with a call to find out how well the product has proved satisfactory, and to gauge satisfaction with the service provided.</p>	<p>Shops should actively encourage customers to report back any problems with the equipment they have bought</p> <p>Shops should follow up sales with a call to find out how well the product has proved satisfactory, and to gauge satisfaction with the service provided.</p>		

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Financial							
	Advice on funding equipment	Customers may identify equipment that they are unable to afford. Shops should be able to give realistic advice about sources of funding. This should cover statutory supply, charities and terms offered commercially.	Customers may identify equipment that they are unable to afford. Shops should be able to give realistic advice about sources of funding. This should cover statutory supply, charities and terms offered commercially.	Customers may identify equipment that they are unable to afford. Shops should be able to give realistic advice about sources of funding. This should cover statutory supply, charities and terms offered commercially.			When selling, assess and advise on the optimal funding route to access assistive technology. Needed: Knowledge of funding sources and mechanisms.
	Credit and Hire purchase agreements	Appropriate warnings should be given where customers are considering borrowing. Shops need to provide information on terms and conditions in appropriate formats. They need to be satisfied that these are fully understood.	Appropriate warnings should be given where customers are considering borrowing. Shops need to provide information on terms and conditions in appropriate formats. They need to be satisfied that these are fully understood.	Appropriate warnings should be given where customers are considering borrowing. Shops need to provide information on terms and conditions in appropriate formats. They need to be satisfied that these are fully understood.	8.12 details of any financial agreement and APR should be explained in a way the customer understands. There are also rules about presentation. Terms of cancellation need to be clear.		
	Commission	As a general rule, sales staff should not be paid on commission. If they are, all customers should be told	As a general rule, sales staff should not be paid on commission. If they are, all customers should be told	As a general rule, sales staff should not be paid on commission. If they are, all customers should be told			

Sample Retailer Report

Prices	Prices should be clearly displayed. If any extra equipment is needed for the normal functioning of a product, this needs to be stated along with the additional cost.	Prices should be clearly displayed. If any extra equipment is needed for the normal functioning of a product, this needs to be stated along with the additional cost.	Prices should be clearly displayed. If any extra equipment is needed for the normal functioning of a product, this needs to be stated along with the additional cost.	8.11 requires VAT, delivery, credit charges, discounts, part exchange details to be provided in writing
	likely costs of servicing and repair need to be made clear before purchase	likely costs of servicing and repair need to be made clear before purchase	likely costs of servicing and repair need to be made clear before purchase	9.1 If the product will need servicing regularly, an explanation must be given as to what is entailed, and the likely costs thereof should be outlined. It should be
VAT and other exemptions for older or disabled people	Shops should make arrangement for customers to get the discounts or reliefs they are entitled to	Shops should make arrangement for customers to get the discounts or reliefs they are entitled to	Shops should make arrangement for customers to get the discounts or reliefs they are entitled to	made clear whether maintenance is offered/available, or will have to be
Tie ins	Retailers should offer a range of products and so should not be tied in with a single manufacturer or group of manufacturers. If they are, this fact should be clearly stated	Retailers should offer a range of products and so should not be tied in with a single manufacturer or group of manufacturers. If they are, this fact should be clearly stated	Retailers should offer a range of products and so should not be tied in with a single manufacturer or group of manufacturers. If they are, this fact should be clearly stated	Obtained elsewhere.

Sample Retailer Report

Training						
	<p>Equality awareness training</p>	<p>All staff should have disability awareness training, appropriate to their job. Office and 'backroom' staff - who deal with consumers directly rather than face to face need to be included in training courses.</p> <p>Depending on level training could be provided internally, through trusted assessor courses or by a specialist training company. Training needs to include sensory and intellectual aspects</p>	<p>All staff should have disability awareness training, appropriate to their job. Office and 'backroom' staff - who deal with consumers directly rather than face to face need to be included in training courses.</p> <p>Depending on level training could be provided internally, through trusted assessor courses or by a specialist training company.</p>	<p>All staff should have disability awareness training, appropriate to their job. Office and 'backroom' staff - who deal with consumers directly rather than face to face need to be included in training courses.</p> <p>Depending on level training could be provided internally, through trusted assessor courses or by a specialist training company.</p>	<p>5.3 vi) says staff should take every reasonable opportunity to maintain and enhance knowledge and competence within his/her field of work.</p> <p>5.3 xiv) says staff should assist colleagues, wherever possible, to develop competence in relation to the needs of their work.</p>	<p>CED requires minimum competencies. This qualification is provided by Assist UK or DLF Trusted Assessor certificate, Risk Assessors and Training for Trainers provided by Disabled Living in Manchester, Supporting Users of Assistive Technology provided by Hereward College, Provision of Community Equipment provided by Personal Care Consultants, Healthcare and Assistive Technology from the British Healthcare Trades Association.</p>
	<p>Other training</p>	<p>All staff should be trained to Trusted Assessor level or supervised by someone with this training</p> <p>Staff should have first aid training to a certain level</p>			<p>6.1 and 6.2 require staff to be aware of any legislation (specially health and safety; disability discrimination; consumer rights) and regulations such as those governing lifting.</p> <p>6.3 says that staff should not work unsupervised or carry out work beyond their</p>	

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Good practice to have some staff with disabilities

competence or training

6.3 says on-going training should be provided

6.5 says that clinical advice or training can only be given by qualified staff