

# Disability

## 2024 POLICY

**C** Continually strive  
for excellence

**A** Act with integrity  
and be respectful  
at all times

**R** Responsive and  
flexible to learner  
and employer needs

**E** Encourage and  
support high  
aspirations

## Disability Policy

### Introduction

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Welcome to Heart of England Training Ltd. We are pleased that you are thinking about joining us and we hope that this guide will provide some initial answers to your questions.

#### 1. What is our policy?

- 1.1 Heart of England Training Ltd has a policy of inclusion for all.
- 1.2 The organisation and its employees are committed to carrying out the requirements of the Disability Discrimination Act 1995.
- 1.3 This means that you should receive the same quality and level of service as everyone else. Our Staff will discuss with you and give you advice about our organisation and how we might meet your individual needs in the same way as we do for everyone else.

#### 2. Assessment of support

- 2.1 Early assessment is available and staff work closely with schools, careers advisers and other agencies to support learners.
- 2.2 Applicants who declare additional support needs when applying for a place can be offered a confidential interview to assess their particular needs and negotiate appropriate support, where possible. Our aim is to provide equality of opportunity for all.

Additional support may be delivered in a range of different ways in a variety of settings such as: -

- Additional support study area
- Theory rooms for one to one support
- A quiet sitting room
- Financial support
- Travel in some cases
- Bursary support where appropriate
- Financial support for child care arrangements

#### 3. Support

- 3.1 Where appropriate, additional support may be offered by: -

- Help preparing for assessment by meeting staff before commencement and discussing needs and approaches
- Opportunities to visit the centres and become familiar first
- Help with enrolment procedures
- Mediation between educator and learner to help sort out day to day needs
- One to one training and guidance
- More wide-ranging handouts from specialist resources
- Small group sessions to work on portfolio skills
- Drop-in sessions
- Links with external agencies for specialist help
- Maths and English support tutor
- Dyslexia resources
- Social needs support
- Main office disabled driver spaces
- All centres close to major buses and train routes

#### **4. Equipment**

4.1 The organisation can offer, where appropriate: -

- PC's linked to the Internet
- Spell check software
- Dictaphones
- Reader/Writer resource

#### **5. Assessment tests**

5.1 The organisation will help with special examination arrangements on behalf of learners with disabilities or learning difficulties. The awarding body will need you to provide recent documented evidence regarding your disability and recommending the arrangements. Although we will fully represent your needs, the decision of the awarding body regarding special arrangements is final.

5.2 The kinds of arrangements that we may be able to agree include:-

- Extra time allowance
- Use of desktop/laptop pc
- Large print/papers on different coloured paper
- Someone to write the exam script
- Someone to read the exam script
- Special lighting/eating equipment

#### **6. Physical access**

6.1 There is limited wheelchair access; ramps have been fitted where possible and the Temple Buildings Academy provides lift access to upper floors. Plans are in place to monitor the provision for disabled learners and to identify premises with wheelchair access should the need arise to relocate the organisation. If you have a disability that you believe may affect your ability to attend any of

our premises; adjustments and appropriate equipment will be considered where reasonable. Please advise us in advance and we will make a reasonable effort to accommodate such disability, unless it is determined that undue hardship may be caused.

## Complaints procedure

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The company has a system for dealing with complaints. If you have a complaint, the first step is to ask for a copy of the complaints procedures from a lead director **Rachel Timms** on **01788 568425** or **freephone 0800 0281576**.

If when you have complained, you still feel that you need some further help, you should contact another lead director, **Matthew Barry** on **01788 568425** or **freephone 0800 0281576**.

## Points of contact

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If you have any ideas for improving Heart of England Training Ltd's disability statement or the way that the company could improve the information or support they give to you, please write or telephone the Managing Director, **Jill Gibson** on **01788 568425** or **freephone 0800 0281576**.

This policy is reviewed annually by the company directors and governors.

**Version:** 16

**Prepared by:** Directors

**Approved by:** Governors

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**Date to be reviewed:** July 2025