

Disability Statement

September 2020

Easy read versions of our Disability Statement, Appeals Procedure and Health and Safety Induction, with Makaton symbols, are available from reception upon request.

The service is committed to supporting people with disabilities by trying our best to:

- Have trained staff to help and advise you, including trained BSL signers;
- Make our buildings as accessible as possible and moving classes to step free access if required
- Make information available in different formats, including Makaton.
- Provide specialist equipment or materials
- Have support staff in classes
- Have confidential discussions and advice in person, via the phone or email
- Make sure class materials are accessible
- Link you with your tutor before you start
- Have a range of classes especially for people with learning difficulties including access to qualification courses and advice on progression routes
- Work with other organisations such as Action on Disability and MIND to get more help and advice if we need it
- Have study support sessions where you can get extra help and practice your skills

How can I get advice and support?

You can contact Sean Buckley to have a confidential discussion on how best we can support your learning. You can ask for help at reception. Course information sheets are also available to help you decide if the course is what you want.

Once you have enrolled and said that you have an Additional Support need, you will be contacted to discuss the best way to support your learning.

We try to follow up all additional support requests as quickly as possible so the sooner you inform us the better.

What happens if I need extra help to do my exams?

- We need to know if you need extra help for any classes, but especially if you are going to do an exam.
- When you are registered to do a qualification, we will inform the examination board of your additional needs.
- The extra help you get will depend on your individual circumstances and in some cases, you will have to provide medical evidence. You may be allowed to have assistance, special equipment, additional time or other support.
- You should make sure your lecturer knows about your needs or you can talk to the Sean Buckley, the Programme Manager for Student Support.

How can I complain if something goes wrong?

All complaints received are taken seriously and are dealt with according to the complaints procedure.

We will make sure that you are supported to progress your complaint by providing an interpreter, signer or an advocate if necessary.

You can discuss any complaint to do with disability and access informally with Sean Buckley on 07900737744 or email sean.buckley@lbhf.gov.uk who will try to resolve the issue and will advise you on the corporate procedure should you want to take the matter further.