



**Hampshire
Achieves**
Skills & Participation

Adult & Community Learning, Young Peoples' Learning & Apprenticeships

Disability Statement

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Disability Statement

'the contents of this policy are an integral part of the HA Quality Assurance Framework'

This Disabilities Statement Provide a support package designed to meet the needs of the individual and enable students to maximise their potential. All reasonable adjustments to provision will be made to ensure that disabled students and other disabled people are not substantially disadvantaged

1. Introduction

- 1.1 Hampshire Achieves offers a wide range of adult and community learning, Young Peoples' Learning which can help you; to achieve your career and life goals; to learn a new hobby; to keep active, and for leisure and enjoyment. We are committed to ensuring your wellbeing, security and providing a safe environment to take part in these activities.
- 1.2 Hampshire Achieves is committed to equality of opportunity for all learners, including those with disabilities or learning difficulties. We aim to provide appropriate support to enable learners to benefit from their studies, and intend to continue developing such provision within the guidelines of the Disability Discrimination Act (as amended by the Special Educational Needs and Disability Act 2001) and The Children and Families Act 2014
- 1.3 We make every effort to respond flexibly to meet individual needs. We recognise that those with learning difficulties and/or disabilities have the same rights of access to education and training as others in the community.
- 1.4 This statement is to provide information on our courses and the support that is available. We have tried to make it as useful as possible and we value your suggestions on how we might further improve our efforts.
- 1.5 You will find the following in this statement:
 - an explanation of our commitment to you
 - how we can help you if you are a disabled person or if you have an additional support requirement
 - people or services you can contact for further information
- 1.6 We aim to provide an accessible and inclusive learning environment where learners feel encouraged, valued, and welcomed. We want our learning opportunities to be relevant and meaningful for all learners, including learners with learning difficulties and/or disabilities.

2. How do I find information about a course?

2.1 Courses may be offered in schools, children's centres, community centres, village halls and other buildings. There are approved providers across Hampshire, each with either a Centre Manager or Programme Lead who will be able to provide information about the courses.

2.2 You can also find out about our courses from:

- your local library
- Hampshire Achieves web pages www.hants.gov.uk/hampshirefutures

3. Our commitment to you

3.1 We aim to provide accessible, high quality, locally delivered learning opportunities in a friendly and supportive way. We work with all our providers and our learners to remove 'potential barriers' to participation in learning to ensure that:

- publicity and information materials are accessible in terms of language, format and distribution
- advice and guidance are available to discuss your specific requirements
- confidentiality is respected
- facilities are accessible, for example toilets and vending machines
- buildings are accessible including getting in and out of a building, moving around a building, entrances, pathways, assistance, reception, car parking etc.
- the learning environment is accessible, for example, room layout and furniture
- the learning works for you, for example, the lesson is adapted to meet your individual needs and appropriate resources are available in the lesson to provide you with support
- you feel included, welcome and safe
- all learners are treated with dignity and respect
- We will also consult with you, as part of the learner feedback process, on how we might continuously improve the quality and accessibility of our provision.

4. How do I join a course?

4.1 You can enrol on an Adult Community Learning programme, Traineeship Plus, Supported Internship and Apprenticeship programme throughout the year, although you have the biggest choice of courses in September.

You can join by visiting a centre in person, by post, telephone or visit the [Hampshire Achieves website](#).

- 4.2 You will be asked for some personal details and you will be invited to say if you have a learning difficulty and/or disability, asked if you think you might need some additional support or if you think it would be helpful if your tutor makes an adjustment to their delivery in the classroom. A tutor or other member of staff will discuss this in more detail with you.

5. What support is available?

- 5.1 Talk to staff about your disability, in confidence, and jointly consider what would be helpful for you on your chosen course.

This may include:

- changing a room to make access easier (where this is possible)
- adapting learning materials to suit your needs (e.g. large print)
- producing learning materials in advance
- arranging for a member of staff to support you in class if conceivable
- arranging for someone to interpret, read, sign or take notes for you
- special arrangements for examinations such as extra time
- specialist software for computer assisted learning

6. What about physical access?

- 6.1 Hampshire Achieves uses many different buildings to deliver our programmes and physical access varies widely. Some buildings have lifts, accessible parking and accessible toilets. Many of the buildings we use have good access and we are committed to improving access where viable.
- 6.2 Where access is limited, the Centre Manager or Programme Manager or other staff at the centre will discuss your concerns and make practical changes to help you within the resources available. If the class you would like to join is not accessible to you, staff will do their best to relocate it or find an alternative centre.

7. What about costs?

- 7.1 Local centres decide how much it costs to join their courses in accordance with Hampshire Achieves' Fees Policy. Some courses are free. If learners are on benefit or a low income you may get help with course fees. You can ask about this at the centre offering the course that you want.

8. Respecting your right to confidentiality

- 8.1 In order to make adjustments or arrange additional support, we may need to let other staff know about your disability. We respect your right to

confidentiality and assure you that the information that you allow us to pass onto others will be handled in a sensitive and discreet manner. We will ask your permission before we pass any information about your disability on to other staff.

9. Can I have a say?

9.1 We value the views of all our learners. If you would like your views to be heard, please contact Hampshire Achieves (details below).

10. What if I need more help or advice or want to make a complaint?

10.1 We try hard to make sure that you will be happy with our service. However, we need to know if you need more help or advice, or if things go wrong, so that we can put them right for you and other learners. If you need further support or have a complaint then, where possible, please tell your course tutor or another member of staff. Most problems can be sorted out quickly, but it helps if they know as soon as possible.

10.2 If you are not satisfied with the support, you have been given you may wish to make a formal complaint to the Centre or Hampshire Achieves, please refer to the [Hampshire Achieves Complaints Policy](#). If you would like help in making a complaint, please ask a member of the Centre or Hampshire Achieves staff for support.

10.3 If you still feel that something more could be done; or you feel unable to raise the issue with staff at your Centre; or if you would like this document in an alternative format, then please use contact details below:

Hampshire Achieves
Hampshire County Council
Four Chimneys
Winton Close
Winchester SO22
6AB

Tel: 01962 846193

Email: skills.participation@hants.gov.uk