

Disability Policy

City Training Services is committed to promoting the principles of equality of opportunity, and we have an Equality and Diversity Policy that relates to all customers, learners, staff, training providers (colleges) and other organisations that support our activities. Having a disability should not be a barrier to the successful completion of your learning programme.

You and your employer will both receive a copy of this statement at the start of your programme. The colleges will show you their statement.

You will be allocated a Training Co-ordinator/Assessor who will listen to your needs and help to decide upon the type of support we can offer. Occasionally, they might have to discuss your needs with other people to find out the best kind of assistance. We can seek advice, guidance and additional financial help from the Skills Agency who help to fund your training, and from other specialist organisations.

You will need to complete an application form and a comprehensive Initial Assessment that will help us to jointly decide how your programme will be set out for you. Your Training Co-ordinator/Assessor will be available to assist you as necessary.

Our training materials enable learners to work at their own pace and we can produce written materials in large print, if appropriate. We can help you in a number of other ways, for example, we have a member of staff who can communicate using sign language and staff to help with literacy, numeracy, dyslexia and personal counselling. Depending upon your particular need, we will make relevant equipment available, e.g. laptop computer.

CTS can access funds for special aids, equipment, tools, adaptations etc., if you need them.

You will receive one-to-one support from a designated Training Co-ordinator/Assessor who will be responsible for co-ordinating all aspects of the learning programme. If you have any queries or problems during your training, you will be able to contact this person via their mobile telephone. You will also be given the telephone numbers of other important contacts.

Can I get help with tests and assessments?

You may be required to complete an 'awarding body' test or assessment. We follow the policy set by those organisations, for example AAT, OCR and City & Guilds, which ensures that we provide opportunities to succeed for any learner who has a disability. This may include use of a writer, extra time, or use of mechanical/electronic aids, depending upon your circumstances.

We can only help if we know what is best for you, so please talk to your Training Co-ordinator/Assessor to enable us to find out just how much we can do for you. We will encourage you to succeed by offering the support that suits your needs and helps you to successfully achieve your qualification.

How accessible are the buildings?

Our own premises and those of the colleges that we use are fully accessible and have at least one adapted toilet. We will only arrange for your work experience to take place in an environment that is totally suitable for you. We are near the centre of Bradford and have car parking available outside our building for people with a disability.

What can I do if I am not happy with my learning programme?

In the first instance speak to your Training Co-ordinator/Assessor. If you do not feel you can speak to that person, then speak to his or her Team Manager. Alternatively, contact the CTS Operations and Performance Executive (Tracey Scott-Milner).

If you have any queries regarding this Disability Statement, then please contact our Human Resources Advisor at City Training Services, 39/41 Chapel Street, Little Germany, Bradford BD1 5BY. Telephone: 01274 728316.