



Disability Statement

Access Training has a single Equal Opportunities & Diversity Policy. This statement goes into more detail regarding what is available to access for people with disabilities.

What do we offer?

Access Training is an organisation that provides training and learning opportunities. We want all our learners to be successful in whatever they choose to do and will always try to make sure that we provide you with all the support, facilities and encouragement you need.

The information and training that we can provide opens the doors to the many learning and working opportunities available for people in your local area.

How do you get in touch with us?

We are one of the largest providers of training opportunities in the area. Our office is located in Nottingham city centre. If you are interested in starting one of our programmes, or to just find out more information, call 0115 958 7257 (our opening hours are Monday to Thursday 8.00 am – 4.45 pm and Friday 8.45 am – 3.30 pm) or email us at info@atem.co.uk. Further information can also be found on website at www.atem.co.uk.

If you contact us out of office hours there is an answer phone on which you can leave your details and you will be contacted as soon as possible.

For specific information regarding issues related to learning difficulties and disabilities within Access Training, please contact Duncan Hembury on 0115 9587257.

What can you expect from us?

Access Training is committed to equality of opportunity and diversity and as such our training vacancies are open to all eligible learners, regardless of

- gender
- marital status (including civil partnerships)
- race
- ethnic origin
- nationality

- national origin
- disability
- sexual orientation (including Lesbian, Gay, Bisexual and Trans-gender)
- religious belief
- age
- offender status
- care responsibilities

A copy of our full Single Equal Opportunities and Diversity Policy will be made available on request and can be found on our website www.atem.co.uk under the staff and learner vacancies sections.

Access Training will at all times endeavour to provide a healthy and safe working environment for all learners, staff and visitors. We have qualified First Aiders on our premises.

We will always provide assistance in a friendly, helpful and respectful manner, from staff that are experienced and qualified to provide training. Your views and opinions will be listened to, and acted upon wherever it is possible to do so.

You have a right to complain about our service. If you have a complaint, we will investigate and report back to you with the results of the investigation within a set timescale as described in our complaints procedure, a copy of which will be made available upon request. You can notify any member of staff of a complaint.

What can we do to help you succeed?

Once you have contacted us, we can help to place you in a supportive environment that best suits your aims and abilities.

There are qualified, specialist teachers available to help and support you with any challenges that you may have with either maths or English. This support can run alongside your current learning programme and is there to help you.

We are committed to helping you finding the learning style that suits you best – our courses can often be adapted to better meet your abilities and needs.

We can make reasonable adjustments to the timing, location and conditions of any examinations or assessments that you are required to undertake, so that you are given the best chance to succeed. We can also make adjustments to ensure that any additional support you require is

available to you. All we ask is that you make any requests as soon as possible, so that we have enough time to make any necessary arrangements.

If there is any specialist resources or equipment that you need in order to begin training with us, please feel free to the Disability Officer on telephone number 0115 958 7257, or email info@atem.co.uk, about the possibility of us arranging to provide it.

If you feel that we do not have the facilities or offer the level of support you need, we can make arrangements for you to have interviews at alternative training providers, colleges or other specialist organisations. If you would prefer to contact these alternative organisations yourself, we can provide the information to allow you to do so.

On some occasions eligibility for training and learning is limited due to relevant funding agencies.

How can you help us to improve our service?

We welcome all feedback, good or bad. Using the complaints procedure mentioned, Access Training are able to identify problems and attempt to find solutions so that we can provide you and future clients with a more efficient service.

However, there are other ways that you can help us. For example, you may not have a complaint, but a suggestion as to how we can do something better. If so, let us know how. You will have opportunities during the time you spend with us to complete surveys that will be analysed and used to make improvements or keep doing the things we do well. If you start one of our courses, you will also be encouraged to speak to any member of staff about how the learning experience is working for you.

Cleared for signature by originator <input checked="" type="checkbox"/> <p style="text-align: right;">(please tick)</p>	Checked for Impact Assessment <input checked="" type="checkbox"/> Date assessed: 27.07.10 <p style="text-align: right;">(please tick)</p>
Signature:	Date: