Reasonable Adjustment Policy

1. INTRODUCTION

Ceracycloan is committed to providing excellent customer service and delivering high quality learning services to businesses and individuals within the UK.

This policy sets out what a reasonable adjustment is, how to make a reasonable adjustment to us, our duties and responsibilities and what considerations we will take into account when reviewing your request. We will take reasonable steps in the way that we work to ensure we are compliant with Equality & Diversity legislation and regulations.

This policy does not seek to explain how we will approach every situation, it is intended as a general statement of our policy and confirms our commitment to improving accessibility for everybody that we deal with; sets out some of the basic principles of our legal duty to provide reasonable adjustments; and sets out the factors that we will take into account in dealing with requests for reasonable adjustments.

2. WHAT IS A REASONABLE ADJUSTMENT?

A reasonable adjustment involves making a change to the way that we usually do things to ensure that we are fair to all of our clients. This may involve: departing from our usual practice in the way we do things, if we find that the current position places that person at a substantial disadvantage, for instance by allowing more time than we usually would for someone to respond or provide information; or providing specialist equipment or additional support where possible and within our means or capability.

We will discuss the requirements with each person accessing our teaching and seek to reach agreement on what may be reasonable and achievable in the circumstances.

3. OUR LEGAL DUTIES IN RELATION TO DISABLED PEOPLE

The Equality Act 2010 requires us to provide reasonable adjustments for disabled people, defined by the Act as those who have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. This will, in some circumstances, mean we may need to scribe for certain people or adjust our teaching methods to enable learning to take place.

4. DUTY TO MAKE REASONABLE ADJUSTMENTS AS A SERVICE PROVIDER

As a service provider, Ceracycloan has a duty to make adjustments if the way that we carry out these functions, the absence of an auxiliary aid, or any physical feature places the disabled person at a "substantial disadvantage" compared to someone who is not disabled.

The duty requires Ceracycloan to consider what can be done to overcome any such disadvantage, and whether an adjustment can be made which is reasonable in all the circumstances of the case.

5. REQUESTING REASONABLE ADJUSTMENTS

To request a reasonable adjustment, please contact our management team , details of who this is will be provided at the induction stage.

We will let clients know that we can provide reasonable adjustments, for example in the following ways:

By including a paragraph in written communications (e.g. telephone, letters, emails);

by working with key representative groups and others to raise awareness of this policy.

6. TYPES OF REASONABLE ADJUSTMENT WE CAN OFFER

Whilst we will consider each request for reasonable adjustments individually, there are some common adjustments which we will offer as a matter of course and some other adjustments that we can make particular arrangements to provide.

The adjustments will always be agreed with the person concerned to avoid making incorrect assumptions about a person's needs.

Some examples of the simple reasonable adjustments that staff can make may include:

- providing documents or correspondence in a larger font size
- providing documents on coloured paper or with a specific colour contrast which can often help people with conditions such as dyslexia
- allowing a person who has a learning disability or mental health problems more time than would usually be allowed to provide further information
- using email or the telephone in preference to hard copy letters where appropriate, which may assist those who need it
- speaking clearly to the people who we deal with and offering additional time to cover any learning or issues they may need to discuss—this will help everyone understand our processes and procedures
- using plain English appropriate to the person we are dealing with and avoiding jargon

7. OUR RESPONSE TO REQUESTS FOR REASONABLE ADJUSTMENT

In the majority of cases, we will be able to agree and deliver the required reasonable adjustments with a minimum of delay. In some cases, we may need to consider in more detail how best to overcome the difficulty a person may be experiencing. For example, where the adjustment requested may be difficult to provide or where it may interfere with our statutory or regulatory obligations.

8. HOW DO WE DECIDE WHAT IS "REASONABLE"?

The Equality Act does not define what is "reasonable" but guidance from the Equality and Human Rights Commission suggests that the most relevant factors are:

Will the adjustment help in overcoming the difficulty that the person may have? The adjustment should be designed to fully address the disadvantage it is meant to overcome.

How practical is it to provide the adjustment?

What are the resource implications of making the adjustment? How much will it cost and is this proportionate to the adjustment being requested.

Would the adjustment cause disruption or prevent others from learning productively?

9. MONITORING

Ceracycloan will record and monitor the reasonable adjustments that have been requested and made. This will allow us to review the services we provide and help us identify whether there are any wider steps that we can take to improve our services.