

Learning Support Policy

Last reviewed	June 2020
Next review due	June 2021
Responsible division	Operations
Responsible director	Director, Programme Operations
Applies to	Internal staff, customers, participants on all programmes, contractors delivering on all programmes
Exceptions	NA
Audience	Publicly available on website
Applicable laws	The Equality Act 2010
Other relevant regulations	ESFA guidelines (apprenticeship awarding powers) Also referred to in programme contracts

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1. Objectives

Ambition is committed to ensuring that all programme participants and apprentices are successful on our programmes. We recognise that in some instances our participants or apprentices will need additional support or reasonable adjustments to enable them to do this and the aim of this policy is to set out how we will do this.

We need to be as fair as possible with our participants, apprentices and qualification candidates and ensure we remove any barriers to the positive engagement and experience with our programmes and any qualification processes.

2. Background and Legal/Regulatory Framework

The act of providing these adjustments is per the requirements of the **Equality Act (2010)**, which stipulates that we must ensure there is no unlawful discrimination against people with protected characteristic, including age, disability, sex, gender reassignment, religion or belief, race, sexual orientation, marriage and civil partnership, caste, pregnancy and maternity. The Equality Act defines disability as ‘a physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities’, however we will also provide reasonable adjustments for other circumstances in which an individual does not have a recognised disability (e.g. broken limb, religious stipulations, childcare), as long as this does not influence our overall qualification process or programme requirements.

3. Policy and Procedures

Reasonable Adjustments

- > An important part of remaining fair and non-discriminatory is the use of reasonable adjustments. For the purposes of our policy a **reasonable adjustment** is defined as ‘a specific change (or changes) to the delivery or presentation of a programme or event, designed to ensure that the candidate, participant or apprentice is not unfairly disadvantaged due to their disability or condition.’
- > Adjustments given can take many forms (some of which will be listed below as examples). The principle of reasonable adjustments is to ensure that no individual is disadvantaged by the format of our processes or programmes and, where this is the case, the format should be adapted to overcome this. To maintain the rigour of our processes and programmes, these adjustments will not provide different standards or an unfair advantage.
- > Reasonable adjustments are not defined by law and it is at our discretion what adjustments we can and cannot make. We will take into consideration numerous factors, including equality of opportunity, cost, time, practicality and notice given. For example, if we were informed of an adjustment needed on the day of an event, this could be difficult to arrange for financial and practical reasons. We provide the opportunity to inform us of adjustments in advance and it is expected that we would act on these if informed.
- > Individuals will be provided with basic information on what the qualification process and programmes entail, so they can check if they need to inform us of any reasonable adjustments. It is imperative that candidates feel willing and able to disclose any disabilities or other factors that could affect their engagement and, we will accept the statement of the individual that a reasonable adjustment is required in good faith.

Potential Adjustments

The following is a (non-exhaustive and non-binding) list of potential adjustments that we could make, though all individual requests will be treated on a case-by-case basis.

- > Provision of parking close to a venue's entrance where possible;
- > Providing level/wheelchair access to a venue;
- > Scheduling activities in rooms that have level access if needed;
- > Providing a guide for moving around the venue;
- > Allowing the individual to arrive early and familiarise themselves with a venue;
- > Allowing additional or carefully timed breaks (e.g. to take medication);
- > Accommodate dietary requirements whether for medical or religious reasons;
- > Use a hearing loop system to support those with hearing impairments;
- > Provide information in written and oral form (e.g. written briefings usually provided orally);
- > Provide a sign language interpreter;
- > Provide written documents in alternative format – Braille, Large Type, Electronic etc.;
- > Allow extra time for completion of written assignments;
- > Provide a laptop for typed rather than handwritten responses;
- > Provide a scribe to document responses;
- > Allow candidates to record oral responses rather than writing them;
- > Provide a reader and/or typist.

Please note that a pre-requisite for participating in any of Ambition's programmes is access to a computer and to internet access, as some learning takes place online.

Process and timelines

- > Request for an adjustment is made - this must be documented in writing and shared with the individual making the request if the request is verbally made;
- > Requests for adjustment should be made as early as possible, ideally at the start of your programme and no later than 2 weeks prior to an event;
- > If required, Participant Support will have a discussion with the individual should be had to further understand the request (normally within 2 working days);
- > Recommendation regarding request to be made and signed off by the relevant person (normally within 5 working days of the initial request).

Responsibilities

- > Whilst participants or apprentices may make us aware of support or an adjustment at application stage or at any point thereafter whilst they are on the programme, it will normally be the responsibility of the Participant Support team to ensure that the requirement is understood, and that other teams are made aware as appropriate.
- > Participant Support teams should ensure that adjustment requests are stored on Salesforce, and that the Events team are notified, and clear on the required adjustment where applicable.

- > Events staff should ensure that pre-event checks include identifying any participant or apprentice who requires additional support and that this is provided wherever possible. Staff, and where necessary facilitators, at an event should be made aware of the adjustment required in so far as they need to know to ensure the adjustment is actioned appropriately.

4. Links to Other Policies

Other policies referenced here include:

- > Intellectual Property Policy