



- ▶ Our training is
  - Content-rich
  - Challenging
  - Intense
  
- ▶ All tutors and students are advised to read the company's education policies at the start of a course if not before.
- ▶ All tutors and customers are advised to read the company's equality policies at least 15 days before the start of a course.

## General position



Avancier

- ▶ Avancier has welcomed disabled students on courses
- ▶ Disabled students have been successful
- ▶ To ensure this welcome and success continue, we have put in place a policy
- ▶ Do not be put off!
- ▶ The policy is designed to ensure disabled people have a good experience, and other students are not disadvantaged by impromptu adjustments.

# THE EQUALITY POLICY



If a potential student has a disability or other equality issue which might plausibly affect her or his ability to participate in a training course directed by Avancier, then that should be made known to Avancier at least 15 working days before the start of the course. Avancier need this notice to make reasonable adjustments to the course – after agreeing what adjustments can reasonably and practically be made.

Avancier asks all parties involved in selling or booking training, directly or indirectly, to make our equality policy known to any potential student, since it is usual that Avancier has no contact with individual students prior to starting the course (may not even have a list of student names).

Why 15 working days? To be on the safe side, to allow one working week for each phase of preparation:

- Up to 5 days to make contact with the potential student, to understand the specific disability or other equality issue and its impact on the ability to participate in the course as it is usually presented.

- Up to 5 days to fully discuss, formulate, agree and, if feasible, test a suitable adjustment to the course delivery and/or materials, one that does not significantly disadvantage other students.

- Up to 5 days to implement the solution (for example, large-print versions of the material, suitable accessibility software on the student workstation).

In practice, it may be possible to reduce this period, but 15 days is required for safety, not least because Avancier may have other work to do during this period.

Conversely, the requirements may be so complex that the process may take even longer, though in that case it might well turn no reasonable adjustment will address the potential student's requirements adequately.

Avancier's ability to make reasonable adjustments with very short notice or no prior notice whatsoever is very limited. That is not discriminatory: it is simply impossible to anticipate all conceivable disabilities (or possible combinations of disabilities, in one or a group) and to have ready-made solutions for all circumstances. And it is usually impossible to take significant time out of a course to help an individual, since this disadvantages other students and puts successful course completion at risk.

Please communicate this policy to any potential participant in a training course to be directed by Avancier.

## Hereafter



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- ▶ Notes in explanation and support of the above policy

## Delegates need some abilities



- ▶ The usual expectation is that a delegate has
  - Listening ability
    - Enough to hear and understand the tutor
  - Writing and drawing ability
    - Enough to draw a few diagrams and make a few notes
  - Close reading ability
    - Enough to read exercise specifications in the manual
    - Enough to read the course manual during and after class hours
  - Distance reading ability
    - Enough to read slides or charts that the tutor draws attention to
  - Recommended experience for the training or exam
    - Typically, as defined by the examination board
  
- ▶ OR ELSE, before the course starts, the delegate has agreed reasonable adjustments that enable them to access the material, but not necessarily as fluently as a fully able delegate can.

## Principles relating to services for someone with a disability



- ▶ The Company directs all its employees not to discriminate against anybody (employee or customer)
  - within the meaning and scope of the Equality act and other relevant legislation.
  - in relation to a service offered to members of the public by failure to provide reasonable adjustments or by victimisation.
  
- ▶ The Company has responsibilities to:
  - **recognise someone with a disability**
  - work so as **not to directly discriminate** against that person or treat them less favourably than someone else.
  
- ▶ The Company strives to prevent a disabled student being placed at a **substantial disadvantage** by:
  - **providing auxiliary services** and/or
  - **making reasonable adjustments**

## “Recognise someone with a disability”



- ▶ “Disability” encompasses for example:
  - People who are wheelchair bound.
  - People who are partially deaf or partially sighted.
  - People who are fully deaf or fully blind.
  
- ▶ In addition, a student may be at a substantial disadvantage for lack of experience and knowledge. For example:
  - People who do not meet the pre-defined prerequisites for training and examination.
  - People who score less than (say) 40% on a prior knowledge test.



## The Company recognises that:

- ▶ Many disabled people will be successful on a training course if provided with auxiliary services and reasonable adjustments.
- ▶ On the other hand, the nature of the commercial training business makes it impossible to make reasonable adjustments for everybody; and some are so disabled that they find it very difficult to access the training materials in the time available.
- ▶ So, the Company stresses the need for **prior notification of and preparation for someone with a disability.**



## “Not to directly discriminate against that person”



- ▶ The Company strives to avoid *direct* discrimination by treating an individual less favourably for a reason relating to their disability.
- ▶ (Less favourable treatment occurs when a service provider offers a lower standard of service, worse terms of service or refuses a service to a disabled individual.)
- ▶ However, DDA 1995: 10.39 The Act does not require a service provider to take any steps that would fundamentally alter the nature of its service, trade, profession or business.
- ▶ So, the company reserves the right to protect its ability to sell and deliver business in a competitive market, including the protection of intellectual property.

## Practices to avoid *indirect* discrimination

- ▶ The Company strives to avoid *indirect* discrimination that may result from following education policies that help the majority audience of able students
- ▶ To ensure no substantial disadvantage to a disabled student, the Company strives to provide disabled students with **auxiliary services** and make **reasonable adjustments** where this is practical.
- ▶ However, DDA 1995: 10.46 A service provider can justify providing service of a lower standard... in order to be able to provide the service to other members of the public.
- ▶ So, the company reserves the right not to significantly lower the quality of the services it provides to the majority of its customers.

## “Providing auxiliary services”



- ▶ The Company strives to offer reasonable auxiliary services to a disabled student.
- ▶ In the first place, the Company strives to ensure any disabled student is aware of any right to additional examination time, and ensure the exam invigilator is informed if this right is to be taken up.
- ▶ After that, the precise nature of the auxiliary services will vary depending on the nature and severity of the disability – which is why the Company stresses the need for **prior notification of and preparation for someone with a disability**

## “Prior notification of and preparation for someone with a disability”.



- ▶ The Company strives to ensure any party who sells or buys a course is willing and able to inform the Company of
  - any disabled student due to attend a course, at least 15 days beforehand
  - any adjustments this student believes they will need to access the course material, at least 15 days beforehand.
- ▶ and to correspond with or meet the student to ensure that any adjustments are suitable for both the individual and for the Company, at least one week before the event.

## “Making reasonable adjustments”



- ▶ The Company strives to make reasonable adjustments for any disabled student who it is agreed should attend the course.
  
- ▶ Note that what is reasonable depends on several factors including (not an exhaustive list):
  - the nature of the service (e.g. a course teaching students how to draw architectural drawings)
  - the level of disruption the adjustment would cause
  - the amount of available finances and
  - the cost of providing a tailor-made service.

## “Substantial disadvantage”



- ▶ The Company aims to maintain an average examination score of about 15% above the pass mark.
- ▶ So, a substantial disadvantage might be quantified as a loss of 15% on an examination score.
- ▶ This figure acts to provide a guideline for determining whether making reasonable adjustments will be of sufficient help to a disabled student.
- ▶ It is currently impossible to predict an individual’s examination score with sufficient accuracy to say whether an individual has been substantially advantaged or disadvantaged by the course, but the Company is working to improve its predictive capability.

## Balancing education and equality policies



- ▶ The Company strives to make sure reasonable adjustments made for one do not substantially disadvantage others.
- ▶ Tutors should strive not to make adjustments that undermine the education policies and substantially disadvantage other students.
- ▶ Tutors should advise *every* student that experience suggests they can compensate for *any* disadvantage by putting in extra effort to review and revise.

## Examples of adjustments that *might* be agreed

### 1. Partial hearing

- Hearing aids. Seat near front
- Tutor points to visual aids more
- Tutor reads out visual aids less

### 2. Partial sight

- Vision aids. Seat near the front
- Tutor points to visual aids less
- Tutor reads out visual aids more

- ▶ Note however that any delegate for whom an adjustment is made receives a somewhat different service to others
- ▶ Tutors may have to address items where adjustment is given or desirable as they arise during the course.



## Victimisation



- ▶ The Company directs its tutors not to allow anything that can be construed as victimisation of any student.
- ▶ The Company strives to be sensitive to the needs of a disabled student, while at the same time, the Company makes reasonable efforts to minimise the attention that may be drawn to the disability of that student.
- ▶ For example, the tutor should try to engage the student before or outside the classroom regarding their possible requirement for additional examination time.
- ▶ However, the company recognises that a degree of attention is inevitable where a tutor is continually monitoring course delivery to consider its impacts on a disabled student and adjust for those.
- ▶ The company recognises there are times when a tutor allows or even encourages a natural and friendly banter in the classroom.



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