

U-PHORM

**STATEMENT OF SUPPORT FOR PERSONS WITH DISABILITIES
AND/OR LEARNING DIFFICULTIES**



U-PHORM



Dear Student

U-Phorm is committed to promoting equal opportunities, providing an inclusive learning environment where opportunities are 'equal' for all. This 'Statement of Support for Persons with Disabilities and/or Learning Difficulties' sets out the support arrangements that are available as well as how they can be accessed and utilised.

Our approach is to recognise and plan each individual's needs based on their requirements, which may be affected by medical conditions (for example diabetes, asthma, arthritis, mental illness), physical/sensory conditions (for example, visual, hearing or mobility impairment) or learning difficulties (for example, dyslexia). It is with forethought and effective planning that we are able to overcome barriers that prevent effective learning.

We constantly seek new ways to develop and promote equality of opportunity, seeing this as a vital aspect of continuously improving our service.





I hope you find this statement informative and valuable in planning your future, and that we can assist you in realising your potential.

A handwritten signature in black ink, appearing to read "Chris Rademacher".

Chris Rademacher
Founder, Director

What specialist support is available?

Please use one of the methods below to contact us for advice on courses, qualifications and available specialist support.

	Admissions/Enrolments	Learning Support
	Telephone: +44 (0) 1394 458505	Telephone: +44 (0) 1394 458505
	Fax: +44 (0) 1394 458501	Fax: +44 (0) 1394 458501
	E-mail: enrolments@u-phorm.com	E-mail: learning.support@u-phorm.com
 Specialist Support	Contact: Chris Rademacher General Manager	Contact: Neil Caldwell Training Officer

General information on courses and qualifications is also available on our website – www.u-phorm.com

Advice

General advice on our policies, procedures, courses and qualifications for persons with disabilities is available by contacting our Training Support Team by telephone on +44 (0)1394 458505 or by email on learning.support@u-phorm.com

Admissions

Advice for learners with disabilities and/or special needs can be obtained by contacting us (see above). We particularly encourage learners with disabilities and/or special needs to contact our Training Support Team prior to enrolment for a detailed discussion of their support requirements.

Enrolment/Assessment

Our enrolment form asks learners to indicate whether they have a disability or special need. From this, we will be able to assess and discuss with you the most appropriate method of support and aids available to ensure that the learning that we provide is effective.

Learning Support

Learning Support is available to all learners who are enrolled upon a training programme. Support is available during office hours, which are 09:00 – 17:30, Monday to Friday (excluding UK public and bank holidays).

Examinations

Course and qualification profiles will indicate whether or not an examination is involved. Special arrangements can be made to accommodate your needs, such as extra time, enlarged test papers and alternative room arrangements. Contact Learning Support or your training officer for further information.

What resources are available to help me?

There is a range of resources to help you.

Technology and Equipment

ENROL™ U-Phorm's specially devised system enables learners with Internet access to train and complete their qualifications via the Internet. Equipment for the optional video conferencing component is available on special arrangement, depending on the technical specifications of your building location. Technical Support is available for ENROL™ via the ENROL Support Line +44 (0) 1394 458504.

CD ROM Lectures on CD ROM are available to cover U-Phorm policies and procedures, fitness subjects and health and safety on NVQ and Modern Apprenticeship Training Programmes. Contact Learning Support for further information (see 'Specialist Support Services' on the previous page).

Internet A variety of training resources including question/testing package are available via our website – www.u-phorm.com. Some of these resources require an individual username and password. These can be obtained by contacting the ENROL™ Support Line +44 (0) 1394 458504.

Telephone Information Service

An automated telephone information service is available by dialling +44 (0)1394 458558. This service provides oral updated recordings of our equal opportunities and health and safety policies in line with U-Phorm's procedures and nationwide legislation. Through this service you may also hear about how to complain and be able to leave a personalised complaint.

The Training Team is equipped with a pool of laptops, which are dedicated to aid training and assessment of NVQ's both in an out of the centre.

If you need any specialist equipment to undertake your chosen course or qualification, please contact before enrolling so that we can let you know if we can meet your needs.

Staff

We have specialist staff to support learners with dyslexia and a range of staff able to undertake professional translation and reading service into and from French, Spanish, Bulgarian and Russian. For other special needs, we are able to enlist the support of appropriate external agencies.

Our staff is available to give you individual support (in one-to-one and group situations), to take notes for you, for example.

U-Phorm Centre Facilities - Cliff House, Felixstowe

Training facilities within ITS's training centre in Felixstowe include the following resources:

- large screen networked computers
- high density light projector for increased clarity/display size of lectures
- Polycom video conferencing system

Our Cliff House premises are currently not suitable for wheelchair users, as there is restricted access and there are no accessible toilets with wheelchair access at our premises. A lift is available from the ground floor, which is accessed by a flight of stairs. Whilst accessibility solutions are being investigated at the Grade II listed building, we have made alternative local premises available for meetings and any face-to-face lectures that we provide. Our e-learning system, ENROL™, can be adapted to meet students' special needs.

A Pay and Display car park is also available, approximately 300 yards from our building.

Course Material

Course material is available in the following additional formats:

- CD ROM (electronic)
- Large Print

Employers

Training and qualifications are provided only to employed persons. However, we are able to assist you in finding a job. Further information on this service is available via our Careers Team (see 'Admissions/Enrolments' on Page 3 for contact information).

All employers' premises and resources are vetted for suitability to meet individuals' needs, including special requirements such as wheelchair access and lift and toilet accessibility.

Welfare, Advice and Careers Guidance

Although we do not have staff with particular expertise in welfare and guidance counselling, we are able to put you in touch with external organisations, such as the Careers Service, who will be able to assist you.

U-Phorm's staff is happy to assist you with individual careers guidance and information.

Medical Support

U-Phorm has a qualified first aider (Neil Caldwell). We are also close to Felixstowe General Hospital for serious emergencies. Transport will be arranged.

On our enrolment form, you will be asked to indicate whether you have a medical condition. If you do, or if you take medicines regularly, or if you have an allergy, then please inform our qualified first aider or a member of staff.

The information that you provide will be treated confidentially and only divulged to other medical or paramedical personnel. You may view our Confidentiality Policy by contacting the Learning Support Team, who will provide you with a copy of our policy document.

Catering Support

Where indicated on course schedules, lunch is included for one day courses. Each one day course application form requests that you indicate any special dietary requirements. Please ensure that you alert us of any special dietary requirements and we will be pleased to accommodate them.

What do I do if I am not happy with U-Phorm or my employer?

During your induction, you will be supplied with a copy of our grievance procedure. A copy of this is available from the Learning Support Team (see Page 3). You will need to use this procedure to complain about U-Phorm.

You will need to follow your employer's grievance procedure if you wish to complain about them. If you require support or guidance, you may also contact the Learning Support Team at U-Phorm, who will be able to provide assistance.

If you feel that you have been treated unfairly and wish to complain, there are various things you can do. We also welcome feedback and your views of this statement and our equal opportunities and provision for persons with special needs and/or disabilities. Please contact us by telephone or e-mail or leave a message on our Equal Opportunities and Telephone Information Service - +44 (0) 1394 458558.







During your induction, you will also be provided with an Appeals Procedure for appeals made to your examinations board (OCR) and also the procedure for contacting the Learning and Skills Council (the government body that administers the funding for your qualification). You will need to follow these procedures if you are not happy with how ITS has handled your complaint. Copies of these procedures are available from the Learning Support Team (see Page 3).

What are U-Phorm's future intentions?

U-Phorm will, within available financial resources:

- Review current policies, procedures and practices in pursuit of the achievement of its commitment to equal opportunities for all.
- Investigate alternative formats for its marketing and publicity materials.
- Review current access to services in pursuit of identifying additional opportunities for learning as part of its commitment to equal opportunities.

What publications and leaflets are available to me?

Publication	Methods of Availability					
						
Statement of Support For Persons With Disabilities and/or Learning Difficulties (this booklet).	✓	✓	✓	✓	✓	✓
Course leaflets/Course Information	✓	✓	✓	✓	✓	
Equal Opportunities Policy	✓		✓	✓	✓	✓
U-Phorm's Grievance and Complaints Procedures	✓		✓	✓	✓	✓
OCR Appeals Procedure	✓		✓	✓	✓	
Confidentiality Policy	✓		✓	✓	✓	
U-Phorm's Client Charter	✓	✓	✓	✓	✓	

Key



Printed material



Website – www.itstraining.co.uk



CD ROM



In Person (orally)



Large Print



Telephone Automated Information System

Please contact our Learning Support Team (see Page 3) for any of the above resources, stating the method in which you would like to receive them, i.e. printed, CD ROM, orally or large print.

U-Phorm, Cliff House, Hamilton Gardens, Felixstowe, Suffolk, IP11 7EJ.
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