

EDGE Services – Reasonable Adjustments and Special Considerations **Policy**

It is part of EDGE Services' philosophy to assist, as much as is practicable all delegates to achieve success on our training events. Most delegates will find both the theory and practical aspects comparatively easy to grasp. However, some will find the course quite challenging. Wherever the delegate fits on this spectrum, they all have a right to the team's attention and support, from their first encounter with EDGE Services to the last.

On occasion, trainers may encounter delegates who will experience difficulties with aspect of training beyond the norm, and, for them we can offer a variety of means that will enable them to make the best of the opportunities present. Such difficulties may include, but not necessarily limited to:

- Problems with eyesight
- Problems with writing
- Problems with reading

Ideally, the office will have been notified of a delegate's additional needs prior to the training event and will have made provisions to accommodate the delegate. In this case, the trainer will be notified of the actions taken by the office. Occasionally a delegate's needs may not become apparent until they arrive at the training event. In this case, trainers may have to make their own decisions or contact the office for advice as they see fit.

EDGE Services is able to produce large text versions of most course materials, including the assignment paper. Where notice has been received prior to the start of the course, these materials will be included with the other course materials. If prior notice has not been received, the trainer must notify the office as soon as possible and appropriate material will be dispatched for delivery the following day.

Problems with reading and writing may be as a result of a learning difficulty such as dyslexia or because English is a second language. With regards to a condition such as dyslexia, EDGE is able to produce the assignment paper in different fonts or on different coloured paper. We are currently unable to offer the course materials in languages other than English.

With regards to the written assignment, delegates can be offered assistance depending on the severity of their needs. Some benefit from an extension of time to complete the assignment, this would generally be 10-15 minutes extra but should not interfere with the other delegates. If the trainer feels a longer extension is appropriate, they should contact the office to discuss how this can be arranged (i.e. Is another room available? Is someone else able to invigilate?) before making any firm arrangements with the delegate.

It may be possible for an amanuensis to read, scribe or both for the delegate. The trainer must ensure that the scribe or amanuensis is independent and that they do not “feed” the delegate answers or read aloud questions in such a way as to influence the answers provided by the delegate.

The assistance that can be provided will be determined as to whether the course is in-house or a public event. If the course is in-house, the matter will be handed over to the client to make arrangement with EDGE’s support and assistance. We will advise as to what actions are reasonable. If it is a public course, run by EDGE Services, we will make what arrangement are possible.

In all cases, EDGE Services will handle all matters sensitively and privately. We will use professional judgement to decide how the delegates can best be helped. If the trainers are in doubt as to what arrangements should be provided, they should contact the office staff for advice. If the office staff is unsure of what arrangements should be provided, they should contact a Senior Trainer.

Course Attendance

Delegates who are not able to attend the full course will not receive certification for the course.

Should a delegate not be able to attend any part of the training, we will ask them to complete this at a later date. This should be arranged via email to the office team.

Unfortunately, if a delegate is not able to attend day one of the course, we would ask them to attend the full course at a later date.

We would ask that any potential issues are raised with the office ahead of the training.

Policy Last Reviewed:	December 2023
Next Policy Review:	December 2025
Reviewed by:	Ruth Hewitt – Operations Manager