

## Disability Statement

As a Company, we are completely committed to positively managing Equality and the Diversity that surrounds us. We pledge to offer our services, wherever practicable, to anyone and everyone. Connecting this philosophy to the needs of people with disabilities, we recognise the wide range of needs within that one word – 'disability'.

We will do our best to encompass and accommodate your specific needs as a learner and will not make assumptions on your behalf.

More specifically we pledge:

- To enable you to access the quality of training we have on offer by finding out what you need in terms of specialist equipment, extra help and support, adjustments to training programmes/locations etc.
- To do what we can to meet those needs, including additional 1:1 support and care, accessing specialist services and equipment or whatever else it takes.
- To work with you and employers to overcome challenges and misunderstandings.
- To constantly check all our premises to make them as accessible as possible and make alternative arrangements where difficulties exist.
- To make sure we keep listening to you so we can learn what else we can do to enable you to achieve your goals. We recognise that your needs will change.
- To adjust what, where and when we do things to suit your needs as an individual, whenever we can.



Bryan Skinner  
Managing Director  
August 2013

To get a little more detail around our 'Pledge', please read on:

### **Support Available**

We already have staff in all our locations – Lincoln, Boston, Kings Lynn and Peterborough – who can help with literacy, numeracy, dyslexia, learning difficulties and challenging behaviour. We also have an amazing array of IT equipment enabling immediate access to Internet support. We can even arrange for you to use some of this from your home.

Where we do not already have specialist equipment at our premises we have many contacts that will enable us access what you need. You only have to ask!

All our staff are committed to equality of access for everyone, so you could talk to any of us and get the help you need.

To make things a little easier though, we have someone who has specific responsibility for managing access to learning.

If you think you might need some extra help/specialist support you can contact:

Cindy Berry	Norwich Union House St Peter at Arches Silver Street Lincoln LN2 1EA Tel: 01522 575628 Fax: 01522 522312 Mob: 07973 872828 e-mail: <a href="mailto:cindy-berry@e-QAS.co.uk">cindy-berry@e-QAS.co.uk</a>
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### **Access to our Centres**

We currently have premises with full wheelchair access and adjacent parking facilities at our offices in Lincoln, Peterborough and Kings Lynn

If physical access is an issue for you, we will be happy to explore alternatives to enable you to join us.

Your main contacts are:

Steve Rogerson	Norwich Union House St Peter at Arches Silver Street Lincoln LN2 1EA Tel: 01522 575628 Fax: 01522 522312
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e-mail: [steve-rogeron@e-QAS.co.uk](mailto:steve-rogeron@e-QAS.co.uk)

Gary Smith

Unit D2  
Boston Trade Park  
PE21 9HG  
Tel: 01205 311526  
Fax: 01205 364007  
e-mail: [gary-smith@e-qas.co.uk](mailto:gary-smith@e-qas.co.uk)

Linda Forbes

Bishop's Lynn House  
18 Tuesday Market Place  
Kings Lynn  
Norfolk  
PE30 1JW  
Tel: 01553 769474  
Fax: 01533 769255

Crescent House  
46 Priestgate  
Peterborough  
PE1 1LF  
Tel: 01733 312485  
Fax: 01733 311790  
e-mail: [linda-forbes@e-QAS.co.uk](mailto:linda-forbes@e-QAS.co.uk)

### **Extra Support whilst you are with us**

We have already described our general commitment to helping you and how we would access specialist services/equipment if we do not have them in-house.

We also have a few tricks up our sleeve to give you instant access to quality of support.

For more general learning support, we have a number of staff whose skills include the ability to offer extra support to learners who need it. They will work with you and your regular Learning Adviser/Tutor to help you achieve your goals as swiftly and painlessly as possible.

Just contact anyone detailed above and they will set things up for you wherever practicable.

### **What if you're not happy with what we are doing?**

Once you are with us, you will have the detailed process of how to complain during your induction.

We would hope you could sort things out with your allocated Learning Advisor/Tutor. If that's not possible then any of the people mentioned in this document would be delighted to help.

Alternatively, you could talk to the Commercial Learning Manager responsible for ensuring you get the best possible treatment. This is Cindy Berry and you can contact her at:

Norwich Union House  
St Peter at Arches  
Silver Street  
Lincoln  
LN2 1EA  
Tel: 01522 514693  
Mobile: 07973 872828  
e-mail: [cindy-berry@e-QAS.co.uk](mailto:cindy-berry@e-QAS.co.uk)

We hope this document helps you decide that e-QAS Training is the sort of place that would help you achieve what you desire. If you need more or specific information, just get in touch and we will do what we can.

### **Our Recruitment Process**

We have a dedicated and highly trained team of Business Development Managers and Centre Managers whose job it is to ensure you get to join us as smoothly as can be.

Their style is to be welcoming and encouraging, so nothing formal to begin with.

Whether you are coming to us via JobCentre Plus or directly, just give one of the team a ring and arrange to meet up for a chat.

If, between you, you decide e-QAS Training is the place for you, we'll get into a more formal assessment to find out what's best for you. This is where we can add the detail to any special help and support you might need.

It is important for you not to be shy about your needs at this stage. If we don't know, we can't help!