

Other useful information can be had from:

### Herts Society for the Blind

The Woodside Centre, The Commons, Welwyn Garden City,  
Herts, AL7 4SE

Sight-Line: 01707 324680

The Sight Line operates from 10.00 until 1.00pm Monday to Thursday

E-mail: [office@hertsblind.com](mailto:office@hertsblind.com)

Web: [www.hertsblind.com](http://www.hertsblind.com)

### British Deaf Association

#### Administration:

Email: [bda@bda.org.uk](mailto:bda@bda.org.uk)

Telephone: 0207 697 4140

SMS/FaceTime: 07795 410 724

ooVoo: [bda.britdeafassoc](https://voo.com/bda.britdeafassoc)

Skype: [bda.britdeafassoc](https://www.skype.com/bda.britdeafassoc)

[www.bda.org.uk](http://www.bda.org.uk)

### Herts Dyslexia Association

Contact Mrs Margaret Murphy, Membership secretary

Phone(s): 01727 867399

email: [michael.paterson@tiscali.co.uk](mailto:michael.paterson@tiscali.co.uk)

Facebook: <https://www.facebook.com/pages/Hertfordshire-Dyslexia-Association/160927510616404>

Association/160927510616404

The aim of the Association is to support and to inform parents, dyslexic children and adult dyslexics, as well as, provide information to the wider community, in particular, teachers.

For more information or a question about this policy  
contact DCFL on 01442 251930 or email  
[policy@dcfl.org.uk](mailto:policy@dcfl.org.uk)



DCFL is a trading name of Hertfordshire Community Learning  
Charity Registration: 1164867



## Learning for All



April 2017

## Policy Statement

We are committed to ensuring that all learners, staff and volunteers receive fair and equal treatment irrespective of any disability, learning or language difficulties.

We value the individual contribution of everyone within today's society and will, to the very best of our abilities, ensure that such barriers to learning are identified and overcome.

## Our Commitment to you

We will treat you at all times with dignity and respect; we will endeavour to provide a supportive and friendly environment conducive to learning in a relaxed and mature way.

## How you can help us

When you enrol for one of our courses we need to be aware of any disability or learning difficulties that you may have. This does not mean necessarily that you are registered disabled. A disability could be a wide range of things and includes any physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities; e.g; restricted mobility, vision, hearing, dyslexia etc. We need to know how we can support you during your learning experience with us. We will ask for this information during initial assessment and enrolment. By letting us know in advance of your attendance:

- we will be able to give you information on the course, the facilities available, the equipment installed etc., and the venue
- you will be able to let us know of any help or facilities that you may need to assist you.
- we will be able to discuss how best to help you in meeting those needs we, or you, may be able to suggest alternatives that best address any such needs

Where a learner informs a tutor of an Additional Learning Support (ALS) need during the course, or where the tutor recognises that there is an ALS need, the tutor will address this as soon as possible. DCFL will risk assess any learner declaring a disability or a learning difficulty before they commence on their training, to ensure their safety. Personal Risk Assessments and Additional Learning Support needs will be documented, and support agreed between DCFL and the learner. Ongoing support will be reviewed during the course.

## Venues

We endeavour to operate out of venues that are disabled friendly and accessible to all, some of them may not, however, have certain specialist facilities installed (e.g; a loop system if you are hard of hearing). This does not mean that we cannot address those issues if you advise us in good time.

It may be however that you would be more comfortable at an alternative venue. We will however discuss your needs fully and if it is your preference to attend a particular venue we shall endeavour to make any necessary adjustments.

## Learning Facilities

If we have sufficient notice we can arrange to provide information or support, such as:

- physical access to our venues
- information on audio tape, Braille or large print
- specialist software
- adaptive equipment
- a reader or signer  
learning assistants

## Complaints

Everyone has the right to learn in a conducive environment irrespective of any disabilities. If you experience, or see any instances that breach our commitment they **must** be brought to our immediate attention when we shall ensure that any allegations are investigated confidentially and expeditiously.

Making a complaint is a serious matter and will be treated seriously, but do not be put off because you do not want to be seen to be 'making a fuss'. You have a duty to others to raise the issue so that any appropriate action may be taken. Please contact the Manager on 01442 251930.

Or contact one of our Safeguarding Officers on our dedicated Safeguarding number and speak with Linda Nateghi or John Dilks 01442 902055

The Complaints Procedure is available from the DCFL office or downloadable from <https://herts-community-learning.uk/policies>.

We have a well documented and robust complaints procedure which is contained in the leaflet "*PLEASE TELL US WHAT'S WRONG*"