

# Newham Adult Learning Service DoT Disability Statement

Information for learners with disabilities or learning difficulties

*Welcome!*

*As Principal, I and the team continue to work to ensure that we put Learners @ the HEART of everything we do. We focus on making them feel safe, happy and motivated to learn. We pride ourselves on our commitment to offering the best possible educational experience, leading to the highest levels of achievement through diverse pathways offering independence, employment skills and educational attainment.*

*This information is for anyone with a disability or learning difficulty who may wish to learn with us. It gives information about the services we offer. We have tried to make it as useful as possible. Please let us know how we can improve it further.*

*If you require another format or further information please contact our ALDD Curriculum Lead Dimple Patel: [dimple.patel@newham.gov.uk](mailto:dimple.patel@newham.gov.uk) or phone her on 0203 373 1512*

*Thanks*

*Angelique*

Angelique Grygorcewicz Townsend | Principal of Newham Adult Learning Service | Community Wealth Building  
London Borough of Newham  
Beckton Globe | 1 Kingsford Way | Beckton  
E6 5JQ

tel: 020 3373 0892 int: 30892

Mobile: 07776170433

[www.nals4life.co.uk](http://www.nals4life.co.uk) Follow us on Twitter @nals4life\_

pronouns: she/ her

Putting People at the heart of everything we do

## Our commitment to you

We encourage everyone to learn, it is the greatest form of empowerment and offers life skills and new opportunities that help people achieve their goals. We are a service which can support post 19 adults with mild to moderate disabilities and difficulties. We are not funded or equipped to support those with more profound disabilities and difficulties but will of course offer information, advice and guidance to those who wish to engage in more specialist provision. We have links to Newham College which has a funded offer for profound and more complex needs and we are happy to make those connections and introductions for you.

### Who can I contact?

Our staff are here to help you, from the first time you make contact with us until the end of your course. They have a wide range of skills and expertise and will do their best to make sure you are happy and well supported.

Our Area Managers, Curriculum Leads and course staff can help you with specific information and advice about your course such as content, level, costs and progression to other courses and qualifications. Our centre staff will be pleased to help you with general enquiries about their centres, and refer you to the right person to help you with more detailed enquiries about programmes.

If you have any individual issues that arise outside the classroom, workshop or venue, such as the use of any of our facilities, or taking part in outside visits, please also discuss this with us.

For more information about our LDD course offer please contact Dimple Patel as mentioned above. For more information on our offer go to our website: [newham.adultlearning@newham.gov.uk](mailto:newham.adultlearning@newham.gov.uk)

## How can I enrol?

You can enrol in person, by telephone, by post or via the website. If you find this difficult, you may also ask a friend or relative to enrol for you if you give him or her your personal details.

As part of the enrolment process for discrete LDD courses we undertake a health risk assessment form. This helps us to help you, to put the relevant support in place to ensure you have the best learning journey you can. If you have a disability or learning difficulty but wish to engage in mainstream provision, please ensure you let us know on the enrolment form. We will then arrange to meet you to assess the learning support we can put in place to make your learning journey as pleasurable as possible.

We will ask you if you have a disability or any additional support needs that we need to know about if relevant to your attendance on your course and if you would like to discuss it with our curriculum lead. You can then talk together about what you need.

## Are your centres accessible?

All our main centres are fully accessible, with level access, lifts or ramps. All reception counters are fitted with hearing loops. Some centres have lifts, accessible toilets and special parking.

If there is a difficulty in accessing your class, workshop in any of our venues, we will do our best to move it to an accessible room and discuss any other options with you. If you have a disability which may impact on you leaving the building in an emergency, please discuss this with us. Your safety is very important to us.

## What support is available?

We have a lot of equipment to support you on your course, from tape recorders, additional task lighting and assistive software and hardware for computer use. Please contact Dimple Patel to find out more.

If you need handouts in large print or on coloured paper, please ask your tutor as soon as you can. If you have difficulty with things such as note-taking or exam preparation, you may be able to join one of our free classes. Talk to your tutor, ask for an appointment to see the English and Maths Curriculum Lead Matthew Herman or have a chat with one of the Area Managers.

If you have difficulty with reading, writing, numeracy or communication we have specialist staff who can help you. Your tutor, the Curriculum Lead and/ or Area Manager will discuss options with you. We offer a range of classes and sometimes we can arrange for a support worker to help you in a mainstream class.

### **Can I bring someone with me to class if I need to?**

We understand that for some people attending class without additional support can make attendance very difficult and sometimes impossible. If this is the case and you wish to bring someone with you to provide personal care, one-to-one support in your class or workshop, please discuss this with us to make the necessary arrangements. We will ask your assistant to sign an agreement that explains responsibilities.

### **Can I get special arrangements for exams?**

If you are on a vocational course and think you may need extra support at exam time, please speak to your tutor as soon as you can. If it is possible, we will then help you make special arrangements with the awarding body. These adjustments could be extra time, large print papers, a scribe or a separate room but often you are required to produce evidence of disability or difficulty before agreement from the exam body is confirmed.

### **Will you keep information about my disability confidential?**

We treat such information very carefully, we will always ask you for your permission to pass on any information you give us about your disability, or any other personal information that is relevant to your attendance on your course.

We will only pass information on to the staff who need to know in order to put special arrangements in place, with your agreement. If you do not wish this information to be passed on, please inform a member of staff. This may mean that we are limited in any special arrangements we can make.

If there are health and safety issues involved, we will discuss this with you at the time.

We keep all our records secure and confidential, in accordance with the Data Protection Act.

Let the tutor know if you need extra help.

### **How can I have a say?**

We are always pleased to hear your views, as this can help us improve what we do. You can leave a note in your centre or with your tutor or speak to any member of our staff. If anything is troubling you in relation to your course or the use of our facilities, please talk to your tutor or any member of our staff at an early stage as we aim to sort out problems as quickly as possible.

You can make a complaint either in person, by letter, by phone, or by e-mail. Please give as much information as you can. We will acknowledge and respond to your complaint within 3 working days and give you a full response within 20 days. If you wish, you can write directly to a manager at your local centre and if they cannot help they will escalate it to our Principal.

If you need additional support in making your complaint, such as the use of a signer, tapes, translator or interpreter, please speak to us as early as you can. We want to involve all learners, including those with disabilities, in improving our services. We are currently looking at new ways to involve learners, locally and via our website, so we can hear your views directly. If you have any ideas or are interested in working with us, please get in touch.

### **Our centres and contacts**

The addresses of our main centres are listed in our course directories and on our website

[newham.adultlearning@newham.gov.uk](mailto:newham.adultlearning@newham.gov.uk)

Opening times for each centre will vary. Please check our website for up-to-date information.