

## Equality & Accessibility

### Policy & Procedure

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Approved By: Academic/Governance      Date: 17/08/2020  
 QA Committee

Approved By: Tony O' Brien      Date: 22/09/2021  
 CEO

This policy pertains to **Northridge House Education and Research Centre at St Luke's Cork**, hereafter referred to as **the Centre**.

## 1. Purpose of Policy

This policy is in place to facilitate the Centre's mission of providing training services to all persons, regardless of their status in any of the following, Gender, Civil Status, Family Status, Sexual Orientation, Religion, Age, Disability, Race or Membership of the Travelling Community. The policy is constructed to assist the Centre in delivering Training Services that meet the standard set out in our Quality and Assurance Policy.

## 2. Definitions

Equality Act 2004, 2015 - The Employment Equality Acts 1998–2015 outlaw discrimination in a wide range of employment and employment-related areas. These include recruitment and promotion; equal pay; working conditions; training or experience; dismissal and harassment including sexual harassment.

## 3. Scope of Policy

The policy will apply to all Learners and staff of the Centre.

## 4. Policy Statement

The Centre is committed to excellence in education and seeks to ensure that all learners receive appropriate high-quality support (See Fair and Consistent Assessment and Learners Support Policy ED 9). The Centre is committed to delivering programmes of education and training and related services in a manner that accommodates diversity, combats discrimination, and promotes equality of opportunity. The Centre combats discrimination on nine grounds as laid out in the policy purpose above, and in accordance with The Equality Act 2004, 2015.

The Centre ensures the rights to equal treatment established by equality legislation, and accommodates diversity in the workplace, identifies and works to eliminate barriers to access to services to all learners.

The Centre is committed to ensuring that its assessment practices facilitate equality and the diversity of Learners' needs. The Centre will require Learners to complete a Special Requirement Form (See ED 1 Appendix C) and return to the Centre with a letter from their doctor or medical professional to confirm their need for an accommodation(s). Upon receipt of this information, the Centre will try and provide one or a combination of the following accommodations:

- **Physical Access:** The Centre will ensure that all examination venues are fully accessible to all Learners. A venue checklist is completed by the Centre to ensure that the premises is wheelchair accessible, contains an audio loop system for learners that may have a hearing impairment, spacious rooms, clear signage's, etc.
- **Scribes/Readers:** If required, Learners may be provided with a Scribe and/or



- Reader to facilitate their completion of the written examination.
- **Additional Time:** If it is deemed necessary for Learners to complete the assessment, additional time may be allocated to the learner.
  - **Sign Language Interpreters:** Sign language interpreters, chosen by the Centre, are available to the learners upon request.
  - **Format of Examination Papers:** The format of the examination papers may be adapted to satisfy the needs of specific learners e.g., dyslexia.
  - **Audio Loop for Hearing Impaired Individuals:** The main Conference Room of the Centre can facilitate this.

All other Learner requests will be considered on a case-by-case basis and facilitated where it will provide the Learner with an equal opportunity to complete the assessment.

**Procedure to make a complaint if the Learner feels they have been discriminated against:**

1. The Centre must be notified immediately if any Learner feels they have been discriminated against. It is important that such matters be dealt with speedily in order to avoid an escalation of the issue. Complaints will be dealt with in accordance with our Complaints Policy ED4.
2. All complaints must be directed towards the Director of Education.
3. The Director will ask the Learner to fill out a Complaints Form, which will identify the equality ground that is being breached.
4. The Complaints Form is available from Appendix A.
5. The complaint is to be sent by post to Northridge House Education & Research Centre, FAO: Director of Education, St. Luke's Home, Castle Road, Mahon, Cork, T12 H970.
6. The Learner will be notified of receipt of the complaint and an investigation into the nature of the complaint will be carried out.
7. The Learner may be required to attend a face-to-face meeting with the Director of Education.
8. The Learner will be informed of the outcome of the investigation within 14 days of receipt of complaint.
9. All written records will be retained by the Centre in connection to the complaint.

**Procedure to request Special Requirement(s) in order to complete a course:**

1. The Learner is required to inform the Centre of any special requirement as soon as enrolment has taking place.
2. The Learner will notify their tutor or admin staff of their need for special requirement(s).
3. The Learner will be asked to fill out a Special Requirement Form and return to The Centre with a letter from their doctor or medical professional to confirm their need for special accommodation(s).
4. This form is available from Appendix B.
5. The form and the medical evidence will be reviewed.
6. The learner will be notified of the outcome.

## **6. Roles and Responsibilities**

It is the responsibility of the Learner to inform the Centre staff of any special requirements, preferably prior to commencing a course, or at the earliest opportunity available.

It is the responsibility of the Centre staff to ensure that any special requirements that they have been notified of, and are covered by this policy, are provided.

## **7. Associated Documentation**

Complaints Form (F4) (Appendix A)

Special Requirements Form (F3) (Appendix B)

Learners Handbook

## **8. Referenced Policies**

Quality and Assurance Policy ED 18

Complaints Policy ED 4

Fair and Consistent Assessment and Learners Support Policy ED 9

## **9. Monitoring and Review**

This policy will be reviewed periodically and as required.

## Appendix A: Complaints / Concerns Form

	<b>Northridge House</b>	<b>Version: 1.1</b>
	<b>Complaints / Concerns Form</b>	

Personal Details	
<b>Name:</b>	
<b>Contact Number:</b>	
<b>Course Name:</b>	
<b>Course Code:</b>	

Complaint Information	
<b>Complaint Date:</b>	
<b>Complaint Details:</b>	

For office use only			
<b>Received by:</b>		<b>Date:</b>	

## Appendix B

### Special Requirements Form

Student Name			
Course			
Start Date			
<b>Special Requirement(s) Tick as Appropriate</b>			
Mobility/Access:		Diabetes:	
Hearing Assistance:		Autistic Spectrum:	
Vision:		Dyslexia:	
Allergens:		Other:	
<b>Additional Information</b>			
Please provide as much information about your requirements as possible:			

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

<b>For Office Use Only</b>	
Form Received by:	Date Received:
Action Taken:	



Further Action Required (If Any):