

<b>Name of policy or procedure :</b>	Learner Support Arrangement Policy	<b>Internal/external</b>	Internal / external
<b>Section</b>	Housing Academy	<b>Teams</b>	CIH Learning, CIH Training, CIH Apprenticeship Training Provider
<b>Policy owner and job title</b>	Sharon Hackett Housing Academy Operations Manager	<b>Approved:</b>	Vanessa Howell, Head of Professional Standards
<b>Date effective from:</b>	May 2019	<b>Review date:</b>	May 2022
<b>Associated policies and procedures</b>	Reasonable Adjustment request form	<b>Version</b>	1

## Learning and Support Arrangements

This arrangement applies where individuals have ticked the box on the CIH Housing Academy application form to declare that learning and support arrangements are needed to access assessments or locations. These arrangements apply to apprenticeships, online learning and training.

## Definitions

The general definition of disability in the Equality Act 2010 is a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities. The Equality Act 2010 defines long-term here as having lasted or being likely to last for at least 12 months or the rest of the person's life. Substantial is defined as more than minor or trivial.

Some people are deemed to be disabled for the purposes of the Equality Act 2010. For example, people with cancer, HIV and multiple sclerosis are protected effectively from the point of diagnosis.

The Equality Act 2010 suggests the reasonable adjustment duty would apply in three specific situations:

- where a provision, criterion or practice is applied by or on behalf of the individual

- where there is a physical feature of premises occupied by an individual, or
- where a lack of an auxiliary aid

## Statement of intent

CIH Housing Academy is committed to ensuring that its services are accessible to everyone. This arrangement sets out the level of practical support as a training and learning provider, we can offer you throughout your course or programme with us.

As we are a membership organisation, rather than an educational institution (like a college or university) offering educational courses, CIH is not required to adhere to SENDA (Special Educational Needs and Disabilities Act 2001). However, because of our commitment to and belief in equality and diversity we want to ensure all individuals have the best possible experiences when they are studying through CIH Housing Academy - this includes both online and blended learning, apprenticeship and training programmes.

Where courses are delivered on a blended learning basis either in a CIH location, at an employer's premises or other venue, CIH Housing Academy will ensure that they have appropriate disabled access and facilities.

## Disability access

Sometimes a physical feature of a building or other premise may make it more difficult for you to access or use it. The kind of adjustments which could be made includes removing, changing or providing a way of avoiding the physical feature, where it is reasonable to do so. You may need particular aids or equipment to help you access or do something. Or you may need additional services. The Equality Act calls this **auxiliary aids** and **services**.

## Access to online studies and assessment

If you have:

- a long-term health condition,
- a specific learning difficulty (such as dyslexia), or
- a mental health difficulty

CIH will consider whether you are entitled to reasonable adjustment to support your study. These adjustments may include:

- Providing advice and guidance on available software which make learning materials available more accessible.
- Making reasonable adjustments to assessment deadlines

\*Further details can be found in Study Skills and Support area on our Moodle online learning platform

## **Making a claim for reasonable adjustments**

You will be asked to provide supporting evidence to support your claim. If your application is upheld, then we will be able to make 'reasonable adjustments' such as giving you more time to complete your assignments. Ideally you should state that you need to make a claim for reasonable adjustments when you complete the online application form, but it is not too late to let us know once you are on the course.

If you wish to apply for reasonable adjustments to support your qualification studies, training or an apprenticeships programme this is what you need to do:

1. Please complete the reasonable adjustments request form
2. Please declare any disabilities or medical conditions or special requirements.
3. A CIH HA Administrator will then contact you to advise you on what to do next, and the type of reasonable adjustments that can be offered.
4. If you have already been through a formal assessment you will be asked to provide current third party evidence of the disability or medical condition before any reasonable adjustments can be made. This is only applicable for qualifications and access to assessment. If you have not been through a formal assessment you will need to obtain an independent report from a third party before reasonable adjustments can be made. This would normally be an education psychologist report or equivalent.
5. Upon receipt of the completed form and evidence we will contact you to agree the reasonable adjustments that need to be made.

If agreement cannot be reached between CIH Housing Academy and the individual and/or their representative about what would be a **reasonable** adjustment the individual and/or their representative will be advised of the CIH Housing Academy position. They will then be given details of our appeals procedure should they wish to pursue appeals.