
DISABILITY STATEMENT

General Information

This document contains information about the JGA Group's provision for clients and staff with disabilities. This includes those who are hearing impaired, visually impaired, or dyslexic, those who have mental health difficulties or have unseen impairments such as epilepsy, and those who are temporarily disabled.

If you want to find out more or have any queries about the JGA provision, staff can contact their line manager and customers can contact their named Personal Adviser or course tutor or their other usual contact within JGA. Information can be provided in a face-to-face meeting, by telephone, by email or by other written communication. (We do not have minicom facilities.) Information can also be made available in large print or on disk, and can be printed on different coloured paper for ease of access. We can prepare an audiotape version, if appropriate.

Introduction

The JGA Group welcomes applications from people with disabilities to participate in programmes or to join us as an employee or associate. We aim to ensure that their participation in any programme is as full and successful as that of any other person.

All parts of JGA adhere to our statement promoting equal opportunities and equal treatment for all applicants and customers.

JGA is building on its expertise in the support of customers and staff who may be hearing impaired, visually impaired, dyslexic, or have impaired mobility.

Some of our training premises are not new and may have created potential access difficulties in the past. This matter has been addressed and we are working towards making all of the premises we use accessible to wheelchair users. If you have mobility difficulties, please contact us ahead of any first visit to discuss whether we need to make any alternative arrangements.

Applying

As part of the JGA commitment, if you identify yourself as a person with a disability on an application form or in discussion with an adviser, we will work with you to identify any special needs that you may have for participating in one of our programmes. This will help you to make an informed decision about whether the facilities are appropriate. Please be assured that disclosure of a disability will not prejudice your application. With your permission, we could notify other members of staff or customers with whom you work regarding any particular ways in which they could best work with you.

What Support Is Available?

The text of training course handouts can be enlarged.

Handouts and forms can be printed on different coloured paper.

Parking space for customers and staff with mobility impairments will be reserved on request whenever possible.

All training venues and offices will have wheelchair-accessible toilets on the ground floor.

Hearing impaired customers may request copies of overhead slides and handouts to be available before training sessions.

Induction loops can be available if required.

How Accessible Are Training Venues?

Training venues within the M25 are located relatively close to underground and mainline stations. Other training venues have adequate car parking. All training venues are located near bus routes. Specific location information is provided before course commencement.

The premises JGA uses are diverse but generally are public-access community buildings. This means that the training accommodation used by JGA is normally wheelchair accessible and on the ground floor. Because of the needs of the venue owners, which may occasionally require JGA to use rooms on other levels, access for customers with mobility impairments could be restricted. JGA will make every effort, but cannot guarantee, to ensure that venues are completely accessible for all training sessions.

Who Can Help Me?

For staff, the first person to contact is their Departmental Manager. Customers should contact their staff point of contact. In other cases, contact the JGA Head Office for advice.

The JGA Managing Director, Jane Goodwin, has specific experience of working with graduates with disabilities.

Monitoring and Complaints

JGA wants to make sure that the services it provides or arranges continue to be effective and appropriate. We monitor this and also carry out access assessments of all venues.

JGA has a complaints procedure that can be used to raise matters in relation to disability issues under the Equal Opportunities policy.

Future Developments

We will continue with maintaining awareness of disability issues among our staff & associates and the learning community on JGA courses. In line with the JGA Equal Opportunities policy, every effort will be made to make all the services and facilities described in this document available to all customers and staff, regardless of the programme of study or impairment. Budgetary and other resource restraints make it impossible to guarantee that all services will be available without restriction.

Jane Goodwin
Managing Director

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