

### **General Information**

This document contains information about the JGA Group's provision for clients and team members 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, team members should contact their team manager, and customers should 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. Information can also be made available in large print and can be printed on different coloured paper for ease of access. We can prepare an audio version and personalise and engage remote learning experiences through a variety of resources as appropriate.

### **Introduction**

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

All JGA adheres 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 team members 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 requirements 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 team members or customers with whom you work regarding any particular ways in which they could best work with you. JGA is a disability confident employer.

### **What Support Is Available?**

- Reading, Writing, Math – Immersive reader;
- Speech, Language, Communication - Practice presentations with PowerPoint presentation Coach; Neurodiversity – minimise distractions using immersive reader and reader view, complete work using alternative methods, such as recordings.
- The text of training can be enlarged.
- Where applicable forms can be printed on different coloured paper.
- Parking space for customers and team members with mobility impairments will be reserved on request whenever possible.
- All training venues and offices will have wheelchair-accessible toilets on the ground floor.
- Learners may request copies of presentations/documentation before training sessions.

### **Who Can Help Me?**

For team members, the first person to contact is their Team Manager. Customers should contact their team member point of contact. In other cases, contact the JGA Head Office for advice.

### **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 team members & 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 team members, regardless of the programme of study or a customer's impairment.

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