The JGA Group
Disability Statement

Our Commitment

We are committed to providing a safe, inclusive learning environment where everyone is treated with respect, whether attending in person, in the community, or online. We welcome learners and team members of all abilities, including those with physical or sensory disabilities, medical conditions, learning difficulties, or mental health challenges. JGA is a disability confident employer.

Individual Support

We will take a balanced view in terms of the impact that certain disabilities may have on each individual's ability to have the appropriate competence for the programme being undertaken. We work with each learner to identify and make reasonable adjustments that help them succeed. This may include adapting course materials, providing assistive technology, or adjusting assessment methods.

Reasonable Adjustments (Assessments)

Applications for reasonable adjustments will be individually considered and decisions may vary according to the exact nature of an learner's everyday needs and usual method of working. Examples include:

- Allocation of extra time.
- Support of a personal assistant
- Rest / time breaks
- Support of a sign language interpreter
- Support of a scribe / amanuensis
- Use of assistive technology
- Support of a reader
- Braille paper
- Use of alternative assessment locations
- Alternative fonts, coloured paper / contrasting background colours
- Re-assessments, in the case of temporary illness / injury
- Pregnancy
- Adjustments for those undergoing assessment that is not in their native language
- Stammer / stutter (oral assessments / interviews only)

Confidentiality

Any information you share about a disability or support need will be treated in confidence and only shared with relevant staff — with your consent — to ensure appropriate support is in place.

Your Rights

Under the Equality Act 2010, disability is defined as a "substantial physical or mental impairment that has an adverse and long-term effect on a person's ability to carry out normal day-to-day activities." We aim to support all learners and team members whether or not they meet this legal definition.

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Who can help?

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 learner progress 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.

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 Equality, Diversity & Inclusion policy.

Future Developments

We will continue to monitor and maintain awareness of disability issues among our team members and the learning community on JGA courses. In line with the JGA Equality, Diversity & Inclusion 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.

Associated Policies:

- Reasonable Adjustments and Special Considerations Policy
- Learner Support Policy
- Customer Complaints Procedure
- Equality, Diversity & Inclusion Policy

Policy Issued	January 2017
Version Number	V10
Last Review	July 2026
Next Review	July 2027
Policy Owner	Lisa MacCormac, Senior Director, Quality & Performance