

ULTRA WORK BASED LEARNING DISABILITY STATEMENT

An introduction by the Managing Director

Ultra's Disability Statement sets out the way in which we support learners with disabilities and learning difficulties. This support is part of the company's strategic aim to become an exemplar equality of opportunity organisation so that we may encourage social inclusion and diversity of provision.

Our aim is to create opportunities for you to achieve your personal, learning and employment goals. To succeed we must provide a welcoming, inclusive learning environment that supports your and other learners' specific requirements.

We want you to enjoy your time with Ultra Work Based Learning and to be successful in whatever programme of learning you have decided to undertake. We can only help you if we know you need special help and assistance, so come and talk to us and find out just how much we can do to help you benefit as much as possible from being with Ultra.

The following statement explains how we seek to take positive action in order to create our vision of an inclusive learning environment where there are opportunities for all. We recognise, however, that despite the considerable progress we have made in reducing social and environmental barriers, we need to progress further.

David Ham

December 2009

Joining a Learning Programme

To join one of Ultra's learning programmes, such as an Apprenticeship, you (or someone on your behalf) simply need to contact any of our staff on:

Telephone: 08454 600 700
Fax: 0845 009 1098
E-mail: enquiries@utrain.com
Website: www.utrain.com

We do not ask you to fill in an application form or indeed necessarily ask you to come to us - we can make arrangements to visit you to discuss your needs and complete the application form for you. The member of staff who comes to see you will undertake an initial interview with you and discuss any special support needs you might have. If you are eligible for one of our learning programmes we will then ask you to complete an assessment that will help us identify any learning support you might need. You may bring anyone you like with you to your initial interview.

Personal Contact

Learners with disabilities who want particular advice and guidance about learning support should contact Ultra's Youth co-ordinator, Kathy Shumacker. Kathy can be contacted on:

Telephone: 08454 600 700
Fax: 0845 009 1098
E-mail: kathy.shumacker@utrain.com

Special Support

Ultra has a number of staff with the relevant background, experience and/or qualifications that are able to provide, or can arrange, support in the following areas:

- specific learning difficulties (e.g. dyslexia)
- basic skills: literacy and numeracy
- learning difficulties
- some medical and physical difficulties

The level of support required by learners with disabilities and/or learning difficulties is based on an assessment of individual needs. The support offered can be one or a combination of the following:

- one-to-one support sessions
- supported learning programmes
- individual support
- group support
- specialist assessment
- advice/support to assessors
- literacy, numeracy and language support.

Where we cannot provide the particular type or depth of support required we can utilise sub-contracted provision from a specialist provider.

Ultra can access a wide range of specialist equipment so that learners needing particular support can undertake their chosen learning programme. Specialist support equipment should be obtained via the Youth co-ordinator Kathy Shumacker.

Help with Assessments and Exams

If you tell us your particular needs in good time we can arrange support for both NVQ assessments and exams such as those for key skills. Support can take a number of forms, here are a few examples:

- an assessor to write down your evidence statements
- a person to read or write for you in an exam
- exam papers in large print
- translation if English is your second language
- extra time during an examination

Physical Access

As a specialist work based learning provider the majority of Ultra's learning provision is undertaken within employers' own premises and hence we cannot make a general statement about physical access to these locations. If you are already an employed learner then it will be more than likely that your employer's premises will not present significant access difficulties. If, however, you are seeking a work placement then Ultra's staff will ensure that the access to the placement that we provide is suitable to your particular needs. In line with Ultra's strategic aim, the company has aspirations only to work with employers who can provide suitable access for the disabled.

Off-the-job training is sometimes undertaken in our own premises. Training rooms at Bodmin, Bristol and Penzance are fully accessible for those with impaired mobility.

Other Support

The list found on document 262 - 1 provides a wide variety of agencies that can supply advice and guidance. If, for whatever reason, you would like to contact them direct rather than through Ultra then please do so.

If you have a Complaint

Everyone at Ultra is committed to helping and supporting you through your training. If, however, you have any problems you must let us know immediately so that we can help you. In the first instance complain verbally to your assessor or tutor. If you have any unresolved problems, then please complete (or ask someone else to complete for you) the Customer Service Complaints Form (overleaf) and send it directly to -

David Ham
Managing Director
Ultra Training Ltd
Uzella House
Callywith Gate
Launceston Road
BODMIN
Cornwall
PL31 2RQ

The Managing Director will personally ensure that your complaint is investigated fully and any subsequent actions put into place.

We hope that you will enjoy your time with us and that you find your learning programme a worthwhile experience.

Don't forget,

We want to hear from you, if you have any concerns or queries contact our head office on 08454 600 700.