

Supports for Learners, Reasonable Accommodation and Diversity Policy

The Cpl Institute is committed to delivering programmes with a comprehensive support system that facilitates effective learning and enables learners to reach their maximum potential while achieving the best possible results. The Cpl Institute promotes a learning model that ensures flexibility for adults' learners and recognises that managing learning can be difficult while juggling further education and other commitments in life. Learners are supported through effective timely supports and effective access routes for learners between programmes or for progression to other programmes in their field of practice.

To provide learners with additional support needs where required so that they can achieve assessment of the standards being assessed we practice the following:

- Learners may identify to staff any additional support needs when applying for a programme.
- Individual meetings with learners to assess additional support needs and agree appropriate accommodation(s).
- Monitoring and review of resources to ensure they are fit for purpose and readily accessible.
- Ensure learners are fully informed of the supports and resources available to them. An email address is provided: support@theCplInstitute.ie
- Provide sufficient pre-entry information on the content, assessment and demands of each programme to enable potential learners to make an informed choice about their participation on a programme.
- Ensuring learners have access to Instructors and administrative support throughout their programme. Our instructors are available to meet with our learners on a one-to-one basis if a learner has a particular concern or an issue they wish to raise in confidence.
- Support from a scribe or a reader to complete examinations/assessments, rest periods or additional time allocated to complete assessments.
- Providing reasonable accommodation to ensure that learner needs are met, such as access and physical modifications to the training location e.g., seating arrangements
- Support the learners in obtaining work placements

In addition to direct support with programme content, we recognise that learners sometimes need help and guidance on administrative or personal issues e.g., delay an assignment because of sickness or cancel enrolment and postpone it to another date.

We recognise that exceptional circumstances may arise where learners may not be able to submit assessments/projects etc on the due date/attend an exam e.g., domestic crisis, death of a close relative. Where this arises, learners are asked to contact the Training Administrator directly to discuss the circumstances and apply for compassionate/special consideration. A process is in place to allow learners to apply for an extension to project and assignment deadlines without penalty.

It is the policy of The Cpl Institute to consider learner supports at the programme review and development stage so that we can provide an effective learning environment specific to the programme needs and requirements. We ensure that the premises we use for training delivery are accessible, comfortable, well-serviced and maintained, fit-for-purpose and conducive to learning. Instructor and Learner course evaluations are all considered as part of the review process so that we can continually improve our programmes and the learning experience provided.

6.2.1 Reasonable Accommodation and Diversity Policy

ISO 9001:2015 - 7.1.4 Environment for the operation of processes, 8.2 Requirements for products and services

The Cpl Institute is committed to ensuring that learners have access to all programmes. We are committed to equality of opportunity for learners, staff and stakeholders and take a pro-active approach to accommodating diversity.

We recognise our responsibility to learners who have a disability/specific need, and we aim to provide reasonable accommodation when it is practicable and feasible to do so (an accommodation is a modification of classroom, or an evaluation procedure designed to address a particular need).

A Reasonable Accommodation is any action that helps to alleviate a substantial disadvantage due to a disability and/or a significant ongoing illness.

As per The Equal Status Act 2000: “Discrimination includes a refusal or failure by the provider of a service to do all that is reasonable to accommodate the needs of a person with a disability by providing special treatment or facilities, if without such special treatment or facilities it would be impossible or unduly difficult for the person to avail himself or herself of the service.”

We invite learners who have any additional needs/requirements to speak to either an instructor or Training Administrator in confidence before the scheduled course date and where practicably will do our best to accommodate special requirements and assist those who may need special assessment arrangements – e.g., additional time or the provision of special equipment.

In our course confirmations to learners, we also state *“The Cpl Institute will make every effort to ensure that courses are inclusive. However, we require notification if you have any injuries, illnesses, physical disabilities, learning difficulties, or if you are pregnant, to ensure we can assist you effectively.”*

6.2.2 Learning Environments - Assuring Physical Premises, Equipment, and Facilities

ISO 9001:2015 - 7.1.3 Infrastructure, 7.1.4 Environment for the operation of processes

8.1 Operational planning and control, 8.4 Control of externally provided processes, products and services

We ensure that the premises, equipment, and facilities we use for training are fit-for-purpose, suitable for our learners and our programmes and are maintained in such a manner to ensure the health, safety and comfort of Instructors and learners. We have an up-to-date Health and Safety Statement, and Risk Assessment for The Cpl Institute premises in Dublin.

When we use off-site venues for programme delivery, we either use conference facilities in four-star hotel as a minimum standard or clients’ own premises. In using such venues, we have a checklist of criteria which the Training Administrator verifies that the venue meets prior to booking.

The training venues we use must be accessible for all, comfortable, well-ventilated, quiet, clean, safe and well serviced. Venues must also be able to provide suitable space for training equipment and supports, be served by public transport and have parking facilities. Our instructors are required to familiarise themselves with the venue prior to the training course commencing and to advise our learners regarding welfare facilities, housekeeping, safe access and exits; including fire assembly points, at induction.

We evaluate the venues we use as part of our ongoing monitoring and evaluation and ask both learners and Instructors for their feedback in their evaluation forms. Instructor and learner feedback forms assess the suitability/satisfaction with the choice of venue. This feedback is used to inform us for repeat bookings. Instructors are asked to inform the Training Administrators of any issues with room maintenance or technical equipment as soon as the issue is identified. Facilities requirements are also included in our on-site compliance monitoring processes and are included as part of an external audit at random to verify criteria are being met.

Our premises selection criteria for each training venue reflects programme requirements and the specific needs of our learners. When we use external premises for our public courses we request and review a copy of the Premises Insurance and Safety Statement.

PHECC Affiliate instructors are responsible for ensuring that their training venues are assessed and for confirming same to The Cpl Institute by completing an Affiliate Training Venue Inspection Checklist for each course they deliver.