

DISABILITY STATEMENT

This statement describes support we can provide to assist you in accessing DBC. Your contact person is: Susan Matthews.

How to get information

You can obtain information on work based learning in large text, DVD, or by looking on our web site. You can e-mail a completed application form to us from our web site.

To obtain information contact us by one of the following methods:

- telephone us on 0191 3884488
- fax 0191 3889941
- e-mail to susan@durhambusinessclub.co.uk
- www.durhambusinessclub.co.uk

How to complete and return information about you:

You can email information to us, send details via our web site, post, fax or discuss it face to face.

Please tell us about support or assistance you require to attend an interview or to supply information about yourself.

Interview arrangements

When we receive your details, we will invite you to attend an interview. This is normally arranged by sending you a letter or by telephoning you. We will ask you to attend on a specific date & time. Please let us know of any support, aids or access issues which we need to consider enabling you to attend your interview. If you would like an alternative method of arranging your interview please contact us to discuss suitable methods.

Access & Facilities

Our premises are located on the ground floor and are fully accessible.

Car Parking

We do not have parking facilities, several pay and display car parks are located close to the building.

During your interview

You will need to give us information on your particular needs so we can discuss aids/support you will need during your apprenticeship.

Support or aids needed

We will contact the Local Learning & Skills Council and Local Employment Service regarding advice and assistance to put adjustments in place prior to your start date. Susan Matthews our Work Based Learning Director will keep in touch with you regarding resources and or equipment needed in preparation for your start date.

Staff you can speak to

When you commence your training you will be allocated a member of staff who will be your mentor. This person will be available to guide and support you during your apprenticeship.

Your assessor will be training and assessing you and will check you are progressing at work placement and in centre. You can speak to your assessor regarding assessment issues, your progress and any other issue relating to your apprenticeship.

Assessment of your qualification

Assessors use Awarding Body Guidance for specific arrangements we can make for assessment. These arrangements can include having the support of a scribe for tests, extra time for tests/assessments, larger printed documents and an alternative room.

Work Placements

Most of your apprenticeship will be spent training in a local business. We will check employer's premises and resources are suited to your needs prior to placing you with an employer. We will ask your permission that information regarding support you may require can be passed onto the employer to ensure your needs are met and health & safety law is complied with.

If you have a problem or need to complain

A written system details how our staff need to handle a complaint. This means your complaint is handled quickly and effectively, hopefully resulting in you being satisfied with the outcome. You need to speak to your mentor, assessor or Susan Matthews regarding a problem or complaint, or if you prefer request a complaint form a member of staff.

Our Equality & Diversity Policy provides full information on our commitment to equality & diversity, if you would like a copy please contact Susan Matthews.