

Revision Number	Date	Changes summary	Approved by	Revision due date
V.021a	14 Jan 2021	Initial Document	Diane McGhee	Jan 23
V.022a	December 2022	Document reviewed prior to EQA, no changes required	Diane McGhee	December 24
V.023a	January 2023	1.1 Remove reference to 'Learner Declaration & Special considerations' - both forms now served by new Additional Information Form 4.6 Removed - 'Voice-over' of our courses, a possible security risk Change control form placed on first page of statement.	Diane McGhee	January 2025

Accessibility for Learners

1. Joining Details and Learner Declarations

- 1.1 Classroom/Practical training: Pre course date, supervisors or managers are sent details of the course (for GSO/S & ASM), joining instructions as .PDF files. Joining instructions include another form which Quelltex request is forwarded on to the candidates. This form is the 'Additional Information Form', which is there to enable any candidate with a potential learning problem that may effect their learning and enjoyment of the course, to contact us confidentially and make us aware, should they choose.
- 1.2 For IFS courses, managers at client sites are sent 'Additional Information Form' and asked to distribute to candidates as the course nears.

2. Forms Return Procedure

- 2.1 Should a candidate return a form to us, the administration manager will review the completed forms and determine if telephone or e-mail contact is required. The administration manager may seek to further clarify what it is that might help the learner in the classroom environment. The administration manager will discuss the requirements with the relevant instructor prior to course commencement.
- 2.2 Any information given to us by a candidate is kept strictly within Quelltex and not shared with the employer unless the candidate requests this. The information is used only to ensure the candidate receives the best out of their training course experience. Receiving information of a specific need prior to the date of the course is of tremendous value to our team. Having the time to prepare additional aids to help and ensuring they can be passed to the relevant candidate discreetly at the start of the course is a huge benefit to the Quelltex team and to the candidate.

3. Adjustments Made

- 3.1 Any 'Additional Information Form' action taken by any Quelltex staff in respect of a classroom or practical training session, is recorded on the TCR (Training Course Record). Instructors must check the TCR for such information prior to commencing training.
- 3.2 Should an additional need become apparent during a course, our instructors carry some additional equipment which may be of help and our instructors will be as discreet as possible in passing over training aids and talking with the candidate about their needs.

4. Online Learning

- 4.1 Quelltex online courses are always evolving and any changes made since January 2021, guidance is taken from the 'Web Content Accessibility Guidelines (WCAG)'. We know we have further improvements to make and are working hard to ensure our courses become increasingly accessible.
- 4.2 Currently Quelltex strives to:
- Use plain language
 - Use Font size for Arial 18 for body text and 24 for titles (which can be enlarged by the candidate further by manipulation of their device)
 - Have Sufficient colour differentiation between the font and the background
 - Keep our pages clear of clutter and never display advertisements
 - Should you wish to contact us, our email address is short and is a 'live link' which can be clicked into on our site eg: info@quelltex.co.uk
- 4.3 Quelltex seeks to improve accessibility where we can, when we can. We may refer learners to useful resources available from the BBC web site <http://www.bbc.co.uk/accessibility/> (with kind permission of the BBC Enquiries Team).
- 4.4 Quelltex staff provide telephone support for users who may find English comprehension challenging and we pride ourselves on taking time to help students work through steps such as getting logged into a course for the first time.
- 4.5 Our online courses all have set numbers of attempts made available so that when a learner has struggled, the student is locked out of a section and we receive an automatic notification. This enable us to follow up directly with users and sometimes with employers. Quelltex team members are expected to show patience and understanding in working through problems with learners.