



Disability and Discrimination Policy

Purpose and Scope

PRT-Training is committed to creating an inclusive, accessible, and respectful environment for all learners, clients, contractors, visitors, and staff. This policy sets out our commitment to prevent disability discrimination, to make reasonable adjustments, and to ensure equal access to our services and employment opportunities.

Definitions and Legal Framework

Disability means a physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities.

Definitions

- **Discrimination** means treating someone less favourably because of a protected characteristic.
- **Harassment** means unwanted conduct related to a protected characteristic that violates dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.
- **Victimisation** means treating someone unfairly because they have made or supported a complaint under this policy.
- **Protected characteristics** include age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation; and any other status protected by law.

Policy Commitments

- **Equal Treatment** — We will treat people with disabilities fairly and with dignity in all interactions, including recruitment, training delivery, bookings, and customer service.
- **Reasonable Adjustments** — We will make reasonable adjustments to our courses, venues, materials, and recruitment processes to remove barriers and enable full participation. Adjustments may include alternative formats for course materials, additional time for assessments, accessible venue arrangements, and tailored delivery methods.
- **Accessibility of Services** — We will proactively identify and reduce accessibility barriers in our training delivery, evacuation drills, and communications. We will offer alternatives where standard provision would exclude or disadvantage someone.
- **Zero Tolerance of Harassment** — Harassment, bullying, or victimisation related to disability will not be tolerated. Incidents will be treated seriously and investigated promptly.

Responsibilities

- **Leadership** — The owner is responsible for ensuring this policy is implemented, resourced, and reviewed.
- **Trainers** — Trainers must apply the policy in practice by identifying needs, arranging reasonable adjustments, and ensuring course content and delivery are inclusive.
- **Participants and Clients** — Participants and clients are asked to disclose access needs at the time of booking so we can plan appropriate adjustments.

Reporting, Support and Procedures

- **How to Request Adjustments** — Requests for reasonable adjustments should be made at booking or as soon as a need is identified. Provide details of the support required and any relevant evidence. We will respond promptly and work with the individual to agree suitable arrangements.
- **Raising Concerns** — Anyone who believes they have experienced disability discrimination, or harassment should report the matter to our operations contact. **Contact: peter@prt-training.co.uk or 07921 906519.** Reports will be handled confidentially and without retaliation.
- **Investigation and Resolution** — We will investigate complaints impartially, keep complainants informed of progress, and take appropriate corrective action where necessary. Outcomes may include mediation, adjustments, training, or disciplinary measures.

Monitoring, Training and Review

- **Training** — All staff involved in recruitment, course delivery, and client liaison will receive training on disability awareness, reasonable adjustments, and inclusive practice.
- **Monitoring** — We will monitor requests for adjustments, complaints, and outcomes to identify trends and opportunities to improve accessibility.
- **Review** — This policy will be reviewed at least annually and updated as required to reflect changes in legislation, guidance, or organisational practice.

