



1. Policy statement

Computer Friendly is committed to ensuring that all learners, staff and volunteers receive fair and equal treatment irrespective of any disability or learning difficulties.

We value the individual contribution of everyone within today's society and will, to the very best of our abilities, ensure that such barriers to learning are identified and overcome.

We will treat them at all times with dignity and respect; we will endeavour to provide a supportive and friendly environment conducive to learning in a relaxed and mature way

2. Scope and purpose

The purpose of this policy is to ensure that Computer Friendly commits to compliance with the:

- Disability Discrimination Act 2005
- Equality Act 2010

Note: the Supreme Court held that, apart from some limited exceptions both UK law and the European [Framework Employment Directive](#) only provides discrimination protection for workers and employees and not for volunteers

3. Details

Communications

We will endeavour to make all our communications machine-readable and design our website pages in compliance with Web Content Accessibility Guidelines (WCAG).

Courses and drop-ins

When someone enrolls for a course we need to be aware of any disability or learning difficulties that they may have. This does not mean necessarily that they are registered disabled. A disability could be a wide range of things and includes any physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities; e.g; restricted mobility, vision, hearing etc.

By letting us know in advance:

- we will be able to give students information on the course, the facilities available, the equipment installed etc. and the venue
- we will be able to arrange for facilities that students may need to assist the client
- we will be able to discuss how best to assist in meeting those needs
- we may be able to suggest alternatives that best address any such needs

We also must be aware of any special needs that tutors, helpers and other volunteers may have and do whatever we can to make it easier for them to do their work and join in activities.

Venues

Computer Friendly operates out of venues that are disabled friendly and accessible to all. Some of them may not, however, have certain specialist facilities installed e.g. a loop system for those who are hard of hearing. This does not mean that we cannot address those issues if they advise

us in good time. As an example, if there is no permanent loop system installed at the venue then we may be able to find alternative premises with a loop system.

Learning Facilities

If we have sufficient notice we can arrange to provide information on:

- physical access to our venues
- minicom induction and/or PA systems
- information on audio tape, Braille or large print
- specialist software
- adaptive equipment
- a reader or signer
- readers and learning assistants

Complaints Procedure

Computer Friendly has a documented Complaints procedure available on Sharepoint.

4. Responsibilities

The Computer Friendly Board of Trustees has overall responsibility for the Disability Policy in the organisation.

All trustees and volunteers have a duty of to ensure compliance to this Policy.

5. Procedures, communication and training

Computer Friendly will write Disability policy requirements into procedures for trustees and volunteers.

Disability policy and procedures will be communicated to trustees and volunteers and those that are relevant to members of the public will be published on the CF web site.

Disability policy and procedures will be included in training for trustees and volunteers.

6. Monitoring

Compliance with this policy and related procedures will be monitored by the Board of Trustees.

7. Policy Owner and Review

This policy is owned by the Board of Trustees.

This policy was last approved in June 2020.

This policy was reviewed in September 2022 and upgraded to V3.0 with minor changes.

The next date of review will be 2024.