

Information for disabled students 2012/13 (short version)



Our promise

- We welcome students with disabilities.
- We have a wide range of courses.
- We support all students as best we can.

Who can I contact?

- Our staff are here to help you.
- Speak to someone at the desk in a centre.
- Ask to speak to a member of staff about the course or training you would like to do.
- You can look at our Course Directories.
- You can look at our websites **www.kentadulteducation.co.uk** or **www.keytrainingservices.org.uk**

How can I enrol?



By Telephone



By talking to
a member of
staff



By Post



Visit our
website

We will ask you if you have a disability so we can support you on your course as best we can.



Can I get into your Centres easily?

- The reception areas of main centres all have level access, ramps or lifts.
- All reception counters have hearing loops.
- All main centres have accessible toilets.
- For more information call:
 - 0845 606 5606 (Kent Adult Education)
 - 0800 7314297 (KEY Training Services)

What support is there for me?

- We have a range of equipment to help you – like extra lights, portable hearing loops and adjustable tables and chairs.
- We may be able to arrange for a Learning Support Assistant to help you.

Can I bring someone with me to class if I need to?

- Yes, you can bring someone with you.
- Please talk to a member of staff.

Can I get special arrangements for exams?

- Yes, we can arrange that.
- You might need extra time, large print or a person to write for you.
- Let the tutor know if you need extra help.

Can I get help with fees?

- You may be able to get help paying for your course.
- We may also be able to help with the cost of materials, travel or childcare.

Will you keep personal information about my disability confidential?

- Yes. We will only tell someone if you agree.
- Your tutor may need to know so they can help you.
- All our records are kept secure and confidential.

How can I have a say?

- We want to know what you think so we can try to improve what we do.
- Speak to your tutor or someone at reception.
- If you have a complaint, you can tell someone, telephone, write to us, or send us an e-mail.



Opening times for each Centre will vary.
Please check our website for up-to-date information.

OUR CENTRES AND CONTACTS

Kent Adult Education Centres

Look in our Course Directories or on the website www.kentadulthoodeducation.co.uk for the addresses of all our main centres.

KEY Training Centres

The addresses of our main centres are listed on our website www.keytrainingservices.org.uk.

Please check our website for opening times.

