

Disability Discrimination Act (DDA):

MTC learning recognises its obligations under the Disability Discrimination Act 1995 and 2005 and it is the policy of MTC that people with disabilities should not suffer unlawful discrimination.

For the purpose of this Policy, a “disabled person” means a person who has a disability within the terms of the Act. The Act also requires that people with past disabilities may continue to be treated as though they had a disability if their condition is likely to reoccur.

As part of its commitment to equality of opportunity, MTC will seek to ensure that the practices described below are reflected in associated policies and procedures so that members of staff are aware of their responsibilities and take action accordingly.

- 1) all staff are aware of the DDA and how to meet the needs of disabled customers
- 2) there are clearer signs directing people to the entrance
- 3) the entrance door itself is easier to see by painted the door a contrasting colour from the surroundings
- 4) we fitted a handrail to one side of stepped entrances to help customers with mobility impairments up and down the steps
- 5) the steps are marked more clearly with the edges of steps be made easier to see using steps nosing with a colour that contrasts with the main part of the step
- 6) the lighting at the entrance is very good
- 7) We have outside cameras and entry phones system that help staff inside the building to see if someone needs assistance to get in.
- 8) Offering staff assistance to people with different disabilities in order for them to move easily and safely around the premises
- 9) Better use of spaces to improve access for disabled customers by rearranging the layout of the premises to maximise use of accessible areas.
- 10) Checking systems and ensuring that alarm systems are in working order and that procedures for emergency evacuation such as fire drills are in place and tested regularly
- 11) Keeping exit routes free of obstruction such as stored boxes, old furniture, rubbish etc.
- 12) Making signs and labels clearer to be easier to read and understood with graphics and symbols, bigger with clearer contrast between the writing and the background.
- 13) Providing a mixture of seating with and without armrests and with a range of heights.
- 14) we are always considering further opportunities for improvements when undertaking routine maintenance or refurbishment as well as revising and maintaining staff management and policies / attitudes when dealing with disabled customers.