

## Support (general and disability)

### Statement of Provision

We are an organisation committed to developing and supporting our team and our participants in order that we all achieve high levels of engagement, satisfaction and success by enabling disabled participants to develop their skills and confidence, demonstrate their abilities and maximise their potential.

Our programmes are delivered by welcoming and helpful staff who will treat you with dignity and respect. The following statement of provision applies to all Leadership East services including final assessment, which is not a timed assessment.

### What do we provide?

#### Learning

- A welcoming and supportive triage service that is confidential and impartial and will be able to ascertain the best route for your query to be resolved, in the event of individual query or difficulty.
- Information and advice that is up-to-date, informative, clear, timely and accessible and compliant with the DfE framework for content and assessment (NPQs).
- Availability of key documents and learning resources online
- (Central and some cluster groups) The provision of mentor support to participants that meets their individual circumstances and is accessible.
- We will offer regular staff development opportunities.
- We promote and support equality and diversity in all that we do.

#### Assessment

- Face to face sessions offer valuable support with the assessment process and use of the LEAP platform. Specific reference to assessment tasks runs throughout the content of each face to face session.
- The LEAP assessment platform is structured to support participants with uploading their mandatory documents and reduces the impact of learning difficulties (such as dyslexia) which include sequencing and organisation of work.
- The LEAP platform receives uploaded documents at any point from registration on the site up to the submission deadline; this allows participants with sequencing, organisation and workload planning difficulties to spread their workload as assessment deadline approaches.



- Where we are advised by you of a disability, our assessors are instructed to discount errors in spelling, grammar and sentence structure where these are considered to derive from a participant's disability. In the case of most uploaded documents where a word processor is used, the spelling and grammar checks should be enabled, as this does not constitute cheating.
- Assessors do not make extra allowance for remaining weaknesses in design, implementation and evaluation of impact, as these are supported through the delivery of the relevant NPQ and are the key elements of final assessment for the award of the national qualification.

### **What we need from you:**

- Keep appointments (such as mentor calls) and attend face to face events.
- Please notify us prior to your appointment or face to face session if you are unable to keep it so that we can alert the relevant team member.
- Please let us know at application of any special requirements you may have. This has no bearing on your application but will enable us to plan for any adaptations that you may need.
- Provide us with relevant information and documents when requested to enable us to meet your needs and answer your questions.
- Treat everyone politely and with respect.
- Please give us your feedback when asked to help us improve our services.

### **Feedback and comments**

We greatly value your feedback as it helps us to ensure that we continuously improve our service and meet professional needs.

When asked, please provide us with honest and constructive feedback on your experience of the service you have received.