

## Can accommodations be made for delegates with disabilities?

The IOSH Reasonable Adjustments and Special Considerations Policy applies the principles of diversity and equality, and practical ways in which Training Providers can ensure individual learning needs are catered for. IOSH aims to ensure that unlawful and unfair discrimination is eliminated. In practical terms, this involves supporting Training Providers in catering for individual learning needs by considering reasonable adjustments and special considerations to the learning and assessment process.

For more information on this, please refer to the IOSH Reasonable Adjustments and Special Considerations Policy and form within the Policies and procedures document on the [Training provider knowledge hub | IOSH](#).

## Is it possible to receive a PDF or Microsoft Word copy of a delegate workbook for a delegate with accessibility needs?

Microsoft Word or equivalent copies of workbooks are not available and cannot be provided. Digital / PDF delegate workbooks can be purchased for delegates in place of or as well as hardcopy workbooks via the digital training provider portal. More guidance on digital workbooks and certificates can be found on the [Training Provider Knowledge Hub](#).

## What options are available for delegates with a hearing condition or impairment?

There are no current course adaptations available to be made for delegates with impaired hearing. Any animations throughout our courses do not contain audio and are presented by the trainer. If you wish to, trainers can provide adaptations such as sign language, written notes or captions/transcriptions in virtual classroom settings. There are not currently any transcriptions or alternative descriptions available for videos within the courses; this functionality will be implemented during future product updates where appropriate.

## What options are available for delegates with a sight condition or impairment?

Digital delegate workbooks available through the digital training provider portal can be printed by the delegate onto larger size (eg A3) in order to improve visibility if needed. More guidance on digital workbooks and certificates can be found on the Training Provider Knowledge Hub.

Digital delegate workbooks and paper assessment forms can also be printed in black and white, or onto coloured paper for improved contrast for any delegates that are colour blind, as well as being able to view the workbooks online and adjust contrast and brightness as needed.

## Are IOSH products compatible with screen reader technology?

IOSH products are not currently compatible with screen reader technology, however this is functionality that we acknowledge the importance of and will be implementing during future product updates.

*Note: While current product documents are not formally set up for screen reader compatibility, delegates **may** find partial or limited compatibility when using a screen reader such as NVDA with digital pdf workbooks. IOSH do not guarantee any compatibility of current course documents with screen reader technology.*

## Can training providers customise course content for better accessibility?

Training providers can purchase digital workbooks for increased accessibility options for their delegates. As per the Training Provider agreement, Training Providers may also add to course materials in the form of statistics, policies and risk assessments, photos, slides and videos as long as the additions do not materially change the original materials or compromise the assessment process.

## What steps are being taken to improve accessibility in future updates?

As IOSH courses are reviewed in the future, our aim is that all materials will meet WCAG level A standard as a minimum. We will keep you updated regarding this via the Training Newsletter.