Sage

Special Needs Policy and Procedure

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1.1 Change Control

Version	Author of Change	Date	Details of Change
2019.01	Gerhard van der Berg	July 2019	Policy updated & amended to suit new organisation structure of Sage.

1.2 Record of Approvals

Level*	Committee Name	Date
1	Ravin Rughoonandan (Content Design Manager)	July 2019
2	Pragasen Moodley (Director, Learning Services AME)	July 2019
3	Candice Govender (Legal Director, AME)	July 2019
4	Pieter Bensch (Executive Vice President, AME)	July 2019

* Level of approval

Special Needs Policy and Procedure

2.1 Purpose

Student care means an indispensable part of student development toward completing a Sage certification program fruitfully. Thus, the rights of all students with a disability or special need must be fully valued to ensure that all students have the same opportunity to participate in the Sage certification program.

Sage will permit all students with a disability or special need giving them access to our Sage certification program just like we would offer our Sage certification programs to students without disabilities or special needs.

2.2 Scope

This policy applies to all Sage certification programs, all learners and potential learners with disabilities or special needs. The policy will have an impact on all learner policies and procedures.

2.3 Principles

- To support and encourage a safer learning environment free from harassment and discrimination;
- To allow access for learners with disabilities or special needs to proper support and services.

2.4 Guidelines and procedures

2.4.1 Disclosure

During the booking process, Sage requires the disclosure of any disabilities or special needs. It is the responsibility of the learner to specify / disclose this information on the booking form. This is also a requirement for Sage's submissions of information to their relevant SETA.

The student will also have to submit a written statement from a medical professional disclosing the disability or special need. Disclosing a disability or special need to Sage will be treated as strictly confidential.

Should a student with a disability or special need denies disclosing this information to Sage, then the company will treat this booking / registration as a learner without disabilities or special needs. No special accommodation/treatment will be given to the learner that denies this information.

2.4.2 Access to Sage building

Sage offers different learning programs for all learners (instructor led, anytime learning and self-study). Technical Sage certification training will be conducted as instructor led training at any of the Sage Learning Service centres. All Sage Learning Services buildings have access for students with disabilities.

If Sage cannot meet the requirements of a learner's disability or special need, other arrangements will be provided by one of our Sage Advisers.

2.4.3 Any exceptions

The Sage booking form allows any learners to disclose their disability or special need. This will be dealt with confidentially.

Sage is not obliged to make any change that may enforce an unfair adversity on the other learners that attends a Sage certification program with Sage.

2.4.4 Certification assessments

Sage cannot negotiate the current standards of a Sage certification program and the assessment thereof.

Learners with special needs can, however, request Sage with a Facilitator to have a one-to-one assessment session where the facilitator will read the questions to the learner and answer the assessment questions on behalf of the learner based on the answers the student gives.

2.4.5 Policy availability

Sage will make this policy available to all staff member as well as all Authorized Learning Partners of Sage. All parties will adhere to these policies and procedures as stipulated in this policy.

3. Contacts

Should you have any questions about the content of this policy please contact the training department via email: Training.Za@sage.com.