Welcoming learners with disabilities — the procedure and its 14 cases

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Passerelle Formations · period 01/08/2025 to 19/08/2026 · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The names are invented** and no health data is reproduced: the attachment records only the adjustment made, never its medical reason.

The procedure, as it is actually practised

Step	What happens today	Who
At enrolment	The question of an adjustment need is put in the needs assessment, as one open line	Training administrator
If a need is expressed	A direct conversation with the learner, before the session, to define what is possible	**Quality officer (disability officer)**

Step	What happens today	Who
Adjustments practised	Ground-floor room, extended assessment time, large-print materials, interpreter arranged, adapted equipment	Disability officer + trainer
When the organisation cannot meet the need	**Referral to an external specialist, and the session is maintained rather than cancelled**	Disability officer
Record	**The adjustment is recorded in the session, with no mention of the reason**	Agent, then approval

The 14 cases that demonstrate the practice

Period	Session (fictional)	Adjustment made	Where the trace was found
09/2025	Forklift licence — group 3	**Room moved to the ground floor**	E-mail of 03/09/2025
11/2025	Risk prevention — group 1	Extended assessment time	Free-text note in the session software
01/2026	Goods transport certificate — group 2	**Large-print materials**	E-mail of 12/01/2026
03/2026	Manual handling — group 4	Ground-floor room and extra breaks	Meeting report of 20/03/2026
09/2025 to 06/2026	**Eight further sessions**	Adjustments of the same kind	E-mail and session notes
02/2026 and 05/2026	**Two referrals to an external specialist**	**Session maintained, external support**	E-mails of 05/02 and 18/05/2026

> **A procedure written after the fact and without cases is a procedure the auditor questions.** A procedure backed by fourteen dated cases across twelve

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months is an observed practice. **The difference is not in the text: it is in the appendix.**

Approved by management on: _____

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