

THE PEOPLE MENTOR

Disability Discrimination Policy

Last updated: May 2026

1. Our Commitment

The People Mentor is committed to ensuring that every client, delegate, learner, colleague, and associate is treated with dignity, fairness, and respect. We believe that disability should never be a barrier to accessing high-quality leadership development and people management training.

This policy sets out our commitment to preventing disability discrimination in all of its forms and explains how we work to ensure our programmes and services are as accessible as possible to all.

2. Legal Framework

This policy is written in accordance with the Equality Act 2010, which provides legal protection against discrimination for people with disabilities in the UK. The Equality Act 2010 replaced and extended the protections previously set out in the Disability Discrimination Act 1995.

Under the Equality Act 2010, a person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

The Act identifies several forms of disability discrimination, all of which The People Mentor is committed to preventing:

- Direct discrimination: treating someone less favourably because of their disability.
- Indirect discrimination: applying a provision, criterion, or practice that disadvantages disabled people without justification.
- Discrimination arising from disability: treating someone unfavourably because of something connected to their disability.
- Failure to make reasonable adjustments: not taking appropriate steps to remove or reduce disadvantages faced by disabled people.
- Harassment: unwanted conduct related to disability that violates a person's dignity or creates an intimidating, hostile, or offensive environment.
- Victimisation: treating someone less favourably because they have raised a concern or complaint related to disability discrimination.

Further information about disability rights in the UK can be found at www.gov.uk/rights-disabled-person.

3. Scope

This policy applies to all activities carried out by The People Mentor, including:

- All CPD-accredited and non-accredited training, coaching, and development programmes.
- All virtual and online delivery, including live webinars, recorded content, and membership resources.
- All written communications, marketing materials, and digital content.
- All interactions with clients, learners, delegates, colleagues, associates, and contractors.

This policy applies equally to Nicola Richardson as Founder, and to any associate trainer, coach, facilitator, or contractor working on behalf of The People Mentor.

4. Reasonable Adjustments

The People Mentor is committed to making reasonable adjustments to support clients and learners with disabilities to access our programmes and content. We recognise that our delivery is primarily online and virtual, and we have considered what adjustments are appropriate and practicable within this context.

Adjustments we can make

Where a client or learner notifies us of a disability or access need, we will work with them to identify and implement reasonable adjustments. These may include:

- Providing written content, handouts, or resources in alternative formats on request, such as larger print or adjusted colour contrast.
- Sharing slide decks, notes, or session summaries in advance of live sessions to support preparation.
- Allowing additional time or flexibility for completing tasks, assessments, or programme elements where appropriate.
- Providing recordings of live virtual sessions where technically possible, so learners can revisit content at their own pace.
- Enabling closed captions during live virtual sessions via the platform in use, where this feature is available.
- Scheduling one-to-one check-ins to discuss how best to support a learner's participation.
- Adjusting communication methods to suit the needs of the individual.

Limitations

We will always endeavour to make adjustments that are reasonable and practicable. However, there may be circumstances where a requested adjustment is not technically possible within our current delivery platform, or where it would fundamentally alter the nature of the programme. In such cases, we will explain this clearly and work with the individual to identify an alternative approach where one exists.

We ask that clients and learners notify us of any access needs or disability-related requirements as early as possible, ideally before the start of a programme, so that we have sufficient time to put appropriate arrangements in place.

5. Responsibilities

Nicola Richardson, as Founder, holds overall responsibility for ensuring The People Mentor meets its obligations under this policy and under the Equality Act 2010. This includes:

- Ensuring this policy is reviewed, kept up to date, and communicated clearly.
- Ensuring that any colleague, associate, or contractor working on our behalf is aware of and acts in accordance with this policy.
- Responding to requests for reasonable adjustments promptly and sensitively.
- Taking all concerns, complaints, and reports of discrimination seriously and addressing them through our Complaints Policy.

Every associate trainer, coach, facilitator, or contractor working with The People Mentor shares a responsibility to treat all clients and learners with respect and to support the aims of this policy in their practice.

6. Requesting Support or Adjustments

If you have a disability or access need that may affect your participation in any People Mentor programme or activity, we encourage you to get in touch with us as early as possible. All information shared with us will be treated in the strictest confidence and used only to identify and put in place appropriate support.

To request an adjustment or discuss your needs, please contact:

Nicola Richardson

Founder, The People Mentor

Email: hello@thepeoplementor.co.uk

Please include a brief description of your needs and, if possible, the programme or activity you are enrolled in or enquiring about. We will respond within two working days.

7. Raising a Concern or Complaint

If you believe you have experienced disability discrimination in connection with any People Mentor programme or activity, we want to know about it. You can raise a concern informally by contacting Nicola Richardson directly, or formally through our Complaints Policy, which is available on our website.

All concerns will be taken seriously, investigated fairly, and responded to in line with the timescales set out in our Complaints Policy. You will not be treated less favourably for raising a concern.

If you are not satisfied with our response, you may refer the matter to the Equality and Human Rights Commission (EHRC) at www.equalityhumanrights.com.

8. Training and Awareness

Nicola Richardson is committed to maintaining her own awareness of disability discrimination legislation and best practice in accessible learning design. This includes staying informed about developments in the Equality Act 2010 and its application to online and virtual CPD provision.

Any associate or contractor working on behalf of The People Mentor is expected to demonstrate an appropriate level of awareness of disability discrimination and to always conduct themselves in line with this policy.

9. Monitoring and Review

This policy will be reviewed at least annually by Nicola Richardson, or sooner if there are relevant changes to legislation or to our programmes and delivery methods.

We will monitor any requests for reasonable adjustments and any concerns or complaints received under this policy and use this information to improve the accessibility of our provision over time.

This policy is published on The People Mentor website and made available to all clients, learners, colleagues, and associates.

10. Related Policies

This policy should be read alongside the following People Mentor policies, all of which are available on our website:

- Complaints Policy and Procedure
- Ethical, Behavioural and Commercial Standards Policy

- [Privacy Policy](#)

This policy was last reviewed in May 2026 and reflects the requirements of the Equality Act 2010 and the CPDSO assessment criteria. The current version will always be published on our website.