



REASONABLE ADJUSTMENTS FOR DYSLEXIA

SMaRT Garage & Halfords

Alex an experienced Level 3 technician with several years' experience had been working in our garage for a few months when we invited him to do a training course for Oxy Acetylene cutting and welding. He had participated in other short courses so it never occurred to us that he would be experiencing any difficulties completing the course. We first noticed that something wasn't right when he had not completed the pre-training quiz that the trainer needed to ensure that delivery of the training session would meet everyone's needs.

We had asked our candidates to set aside an hour or so to do the quiz and then get the results back to the trainer no later than 3 days before the course was due to start. We noticed that Alex seemed to be struggling a bit with the quiz after he had spent 3 one hour sessions without completing it. His line manager sat down with him to find out what he was struggling with. It turned out that Alex was acutely embarrassed about being dyslexic. "I feel so ashamed about it and really don't want people to know about it." His line manager began going through the papers with him and asked him what we could do to help him. Alex said to him "I'm fine with pictures it's words that I find difficult because they move about or are so long that I can hold them in my head. It helps when I put on my special glasses." Alex proceeded to put on his special glasses which it turns out were an inexpensive pair of yellow tinted sunglasses. After a bit more discussion Alex was able to tell his line manager that we could help him further by printing the quiz on to yellow paper using a larger font. He also asked for a bit of additional help with the bigger words asking his line manager to read them out to him.

The training had been provided by Halfords AutoCentres so we let Andy Turbfield our contact there know that other people with dyslexia working for them might also be struggling. Halfords Autocentres changed their training materials as a result.



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