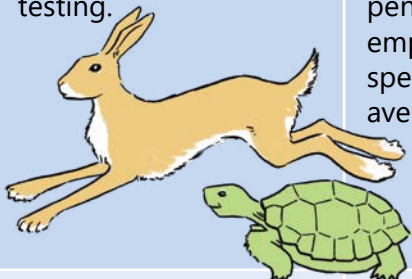
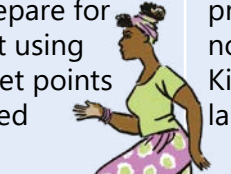





Universal Design for ND at Work

Universal Design Principle	Designing: Avoiding structural exclusion by focusing on performance output, not input	Hiring: Ensuring all candidates can perform at their best during the process	Contracting: Terms and conditions of employment to increase access	Training: inclusion in standard	Performance Review: Optimizing success with inclusive delivery	Wellbeing: adapting standard wellbeing services to support NM needs
Equitable Use	Job design to avoid social constructs in 'essential' criteria, such as 'team skills' for jobs where performance will be independent.	Use of work sample tests to measure performance in the actual role, rather than social expectation loaded interviews or proxy measures such as timed intelligence tests.	Provision for: 1: remote working 2: flexible hours 3: general reduction in commuting obligations as standard in all employment contracts where feasible.	Ensure access to standard training through best practice in preparation and delivery for all in house provision, details as below.	Standard provision of personal performance training, e.g. time management, planning and prioritizing and other performance issues common to NM and other employees	Ensure a variety of mental and physical wellbeing WB initiatives. Access to WB supports integral to standard onboarding and reviewing protocols.
Flexibility in Use	Craft roles for specialists as well as generalists, for example permitting senior roles without supervision responsibilities.	Range of adjustments offered as standard to signpost welcoming of difference. Ask candidates about time extensions, or location flexibility, for example.	Flexible options for standard systems such as frequency of supervision and feedback, which may need to be increased during onboarding for some NM.	Adjustable pace in learning program, allow additional time for preparation and any post-training testing. 	Permit mentors in performance reviews, written feedback written in advance to allow reflection. Avoid penalizing where employees excel in specialist areas but are average in others.	Ensure WB provision incorporates specialists, as standard advice may not be appropriate for some NMs who have additional cognitive and medical needs
Simple and Intuitive Use	Avoid role creep and inconsistent responsibilities. Regular review of performance output variables and structures to ensure simple and intuitive job design.	Clear instructions on how to complete application and what to prepare for assessment using simple bullet points or numbered steps 	Well laid out terms and conditions, signposting to relevant policies and procedures, covering note, use Flesch Kincaid score to assess language accessibility	Consistency of formatting and training scheduling to avoid confusion or absence	Standard format for assessing and reporting performance that is consistent and clearly communicated in advance	Well-advertised provision with referral routes clearly presented in simple step-by-step format

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Perceptible Information	Accessibly formatted role descriptions accessible e.g. multi-sensory, adjustable text size / background color, printable, editable with behavioural and output focused language.	Application process in accessible formats, e.g. multi-sensory, adjustable text size / background color, printable, editable.	Support explicit understanding of psychological contract to avoid misunderstandings through accessible formats. Multi-sensory options for ensuring policy compliance, e.g. safeguarding videos.	Materials to include accessible written pack and opportunity for discussion, reflection and action before completion of training	Feedback factual not interpretative, guidance and training provided to supervisors about reporting performance feedback clearly with examples	Transparency on purpose of wellbeing initiative as an optional support – respect that many NM people have had negative experiences with mental health practice
Tolerance for Error	Ensure that safety, risk and client facing deliverables have second checks built into the role design to reduce the need for 100% accuracy.	Allow review and edit of application information before online submission. Breaks encouraged. Clear log on instructions and signposting.	Standard contract process to include review verbally as well as written, give opportunity to ask questions	Encourage ‘silly questions’ and create an environment of positive regard. Permit multiple attempts at knowledge tests and allow practice tests.	Allow for appeal or negotiation where performance ratings resulted from misunderstanding	Create feedback loops for employees to submit their experiences, both negative and positive, to ensure employee voice is captured and acted upon.
Low Physical Effort	Design all work with minimal sensory load and travel requirements in mind to minimize burden through commuting and busy workspaces for NMs to pre-empt physical pain and.	Provision of assistive technology or materials in formats compatible with AT. Consider timing of interviews and offer flexibility around location and need to commute in rush hour.	Create as much time as possible for reviewing and competing the contracting process to avoid slow processing speed anxiety	Use of AT and regular comfort breaks 	Breaks provided to accommodate sensory overwhelm and aid slow processing	Proximity of support to reduce travel, ensuring wellbeing services also meet multi-sensory design and AT compatible standards
Space and Size for Approach	Similarly to the above, seek specialist input into the design of workspaces and where possible allow flexibility or compromise [shifts] in attendance on busy work sites.	Match assessment environment to job performance for assessment in context, with quiet environment for preparation and recruitment tasks given likely anxiety experienced by NMs.	Defined location of work station, provision of dual monitors, sit stand desks, and acoustic barriers as standard options in contracts	Flexibility around onsite versus remote delivery, group size and familiarity	Performance reviews to be conducted in friendly location and quiet, calm environment, with sufficient notice of who will be present	Flexibility of access remote via app, video, phone or face to face. Avoid reliance on single delivery method