

Disability Discrimination Policy

Issued by Just Dawn Love, LLC | Version 1.0 | Effective September 15, 2026 | Policy owner: Dawn Love, CEO/Founder

1. Overview

This policy explains how The DawnLoveAI Institute makes sure that disabled people can apply for, take part in and complete our training on equal terms with everyone else. It covers learners, people enquiring about a place, clients, Board Advisors, and any trainer or contractor who works with us. It applies to face-to-face and online delivery.

By disability we mean any long-term physical, sensory, neurological, learning or mental health condition, whether visible or not. This includes, for example, mobility impairments, sight or hearing loss, dyslexia, ADHD, autism, chronic illness and anxiety.

2. Our statement

We will not treat anyone less favorably because of a disability, because of something connected with their disability, or because they are associated with a disabled person. We will make reasonable adjustments so that a disabled learner is not put at a disadvantage. We will not charge for an adjustment. We will not ask for medical proof before making a routine adjustment. Harassment of a disabled person by anyone connected with our programs will not be tolerated.

3. Our objectives

- Every applicant is asked, before Session 1, whether there is anything we can do to make the program work better for them.
- Every agreed adjustment is in place before the session in which it is needed.
- All learning materials are supplied in a format the learner can use.
- Every face-to-face venue is checked for accessibility before it is confirmed.
- No learner is prevented from earning their certificate by the format of an assessment, as opposed to the standard it measures.

4. How we uphold the objectives

- **Asking early.** The enrollment form and the welcome email both invite learners to tell us about access needs, in confidence. Learners can also tell us at any later point.
- **Agreeing adjustments.** Dawn Love discusses needs privately with the learner and confirms the agreed adjustments by email. Examples we can provide: materials sent in advance; the Student Workbook in large print or as an editable, screen-reader-friendly file; automatic live captions switched on in the virtual classroom where the platform provides them; cameras optional; extra or longer breaks; extra time for Skills Checks, assignments and the capstone; submitting work in an alternative format, such as a recorded spoken explanation in place of written work; a support worker, interpreter or note-taker attending at no charge; and seating, lighting or positioning requests in a classroom.
- **Keeping the standard the same.** Adjustments change how a learner shows what they can do. They do not lower what has to be shown. The completion criteria are the same for everyone.
- **Face-to-face venues.** Before confirming a host venue we ask the host to confirm step-free access, accessible restrooms, accessible parking or drop-off, and how a person with limited mobility would

be evacuated. If a venue is not accessible to an enrolled learner, we will move the cohort, or offer that learner a place on an online cohort or a full refund, whichever they choose.

- **If we cannot make an adjustment.** We will explain why, suggest alternatives, and offer a free transfer to another cohort or a full refund of tuition.
- **Confidentiality.** Information about a disability is sensitive personal data. It is seen only by Dawn Love and anyone the learner agrees should know, is never entered into an AI tool, and is deleted within 90 days of the end of the cohort unless the learner asks us to keep it for a future program.
- **Accessible marketing.** Our web pages and documents use plain language, readable type and good color contrast, and images that carry meaning have text descriptions.
- **Trainers and contractors.** Anyone who works with us is covered by the same commitments and can ask for adjustments in the same way. Everyone who signs our Code of Ethics and Conduct agrees to follow this policy.
- **Complaints.** Anyone who believes they have been discriminated against because of a disability can use our Complaints Policy and Procedure, including the right to go directly to an independent reviewer. Complaints can be made by phone or video call if writing is a barrier.

5. Relevant law

Just Dawn Love, LLC is based in Georgia, United States, and follows the Americans with Disabilities Act of 1990, as amended, as it applies to private providers of courses and to places of education, together with applicable Georgia law. We currently have no employees. If we employ staff, the employment provisions of the ADA will be followed from the first hire, whatever our size. As a provider accredited in the United Kingdom, we use the UK Equality Act 2010, including its duty to make reasonable adjustments, as our benchmark, and we apply that standard to every learner wherever they live.

6. Communication and review

This policy is published at dawnloveai.com under The DawnLoveAI Institute tab, is sent to every learner with their enrollment confirmation, and is given to Board Advisors and to any trainer or contractor with the Code of Ethics and Conduct. Adjustment requests and outcomes are reviewed before each new cohort, together with learner feedback, and this policy is reviewed at least once a year.

Approved and signed by the head of the organization

Signature		Date	
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Dawn Love, CEO/Founder, Just Dawn Love, LLC (The DawnLoveAI Institute) Date approved: September 18, 2026 Next review due: September 15, 2027