



Inclusive learning and skills building

Every learner is different, and those differences are expected, not a problem. When workplace learning is designed to reduce barriers from the outset, all learners can engage in meaningful, challenging and successful learning regardless of their age, experience or disability. Barriers to learning are often not about the person's capacity but instead reflect how the learning has been designed and supported. In the workplace this matters at every stage of the journey: in the way you explain a new task and why it is necessary, in the way you check whether someone has understood and in the way you support someone to build skills over time.

Key strategies for success

Make learning feel relevant and welcoming

Use plain language, inclusive examples and culturally respectful approaches. Connect new learning to what the person already knows and values. Learning sticks when it feels meaningful.

Build in support from the start

Analyse the task before you start to understand all the stages and steps. Break instructions down, check in regularly, and adjust the level of challenge and support as the person builds confidence and capability.

Offer multiple ways to learn

Present information in different formats: video, audio, written text, diagrams, live demonstrations. Enable learners to access information in the way that works best for them. Sometimes, people will need to see it in more than one form for it to stick.

Offer multiple ways to show understanding

Let learners demonstrate what they know in a way that suits their strengths: practical demonstrations, conversation, written work or creative projects. Flexibility in assessing a skill can reveal capability that a single format might miss.

