


Reference number: P75

Higher Education Disability Support for Students Policy



Including support for students with disabilities learning difficulties and long-term health conditions

Policy Review				
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Document Control – Revision History (Policies only)

Author/Owner	Summary of Changes	Date	Date last reviewed by SED	Version	Recommend to SED Y/N
Sian Deasy	New Policy			V1	
Sian Deasy	Amendment of line spacing, justification and addition of contents page in line with Accessibility good practice. More detail added on support for apprentices, the process of completing a student support plan, and processes for safeguarding checks for non-medical helpers and using recording devices.	16.06.23			N

Initial Equality Impact Screening				
Have you consulted on this policy & procedure? Yes Details: Feedback from students in receipt of DSA at creation, as well as input from colleagues at the Open University as part of the Institutional Approval process in 2023.				
What evidence has been used for this assessment? Reference to other HE policies and procedures, including Student Protection Plan. Consultation with colleagues working in other HE College environments. Office of the Independent Adjudicator – Best Practice Framework – Supporting Disabled Students. Gov.uk information on Disabled Students' Allowance (DSA)				
Could a particular group be affected differently in either a negative or positive way? Indicate Y where applicable				
Group	Negative impact	Positive impact		Evidence
Age				
Disability				
Gender (incl. Transgender)				
Race (incl. Gypsy & Traveller)				
Religion or belief				
Sex				
Sexual orientation				
Marriage & civil partnership				
Pregnancy & maternity				
Other groups (see guidance)				

long-term health conditions receive the support and reasonable adjustments they require to enjoy a high-quality experience of higher education at YCUC.

- 2.2. This policy outlines support available for individuals with disabilities, learning difficulties and long-term health conditions who are considering applying to, in the process of applying to, or studying with YCUC.

3. SCOPE

- 3.1. This policy applies to all prospective and registered students of higher education programmes at Yeovil College University Centre. Students studying on 'franchised' or 'flying faculty' programmes should be aware that some support requests may fall under the remit of the awarding university, rather than the College (e.g. requests for exam access arrangements). In these cases, the College can put learners in touch with the relevant department(s) at the awarding university, but the College does not have control over the decisions that they take.
- 3.2. At university level, a lot of the support for learners with disabilities, learning difficulties and long-term health conditions is provided through Disabled Students' Allowance (DSA), rather than being provided directly by a university or college. Further information on DSA is available in our DSA Guide, available in both written and video format on the 'Student Support'¹ page of our website, and we would encourage all students who are eligible to make the most of accessing this support. It can take up to 20 weeks for the DSA process to be completed, so early completion is vital to ensure support is in place by the start of term. Current or prospective students who have any queries about the DSA process, or require any support, may contact the YCUC team via 01935845454 or university.centre@yeovil.ac.uk.
- 3.3. The provision of diagnostic assessments is not within the scope of this policy. However, if a student requires support in accessing a diagnostic assessment, the University Centre team can provide signposting to relevant information on how a diagnosis can be obtained, and financial support the College can provide to support with this process.
- 3.4. Whilst many of the reasonable adjustments listed below are available to students studying a YCUC course as part of a Higher or Degree Apprenticeship, Disabled Students Allowance (DSA) is not, owing to the way that learning support is funded and regulated nationally for these programmes. For more information on alternative support available for Higher or Degree Apprentices who cannot access DSA, please

¹ <https://www.yeovil.ac.uk/university-centre/yeovil-college-university-centre-student-support/>

refer to the Learner Reasonable Adjustments and Special Considerations Policy, or contact your Assessor (if already on programme) or the College's Employer Engagement team.

4. RESPONSIBILITY AND AUTHORITY

- 4.1. We would like to draw the attention of all potential students to the benefits of seeking support early. The earlier that the College are aware of any support or reasonable adjustment requirements, the greater the likelihood that robust and appropriate support can be put in place by the time a learner starts their course.
- 4.2. In line with our HE Terms and Conditions, published in the 'Policies and Reports' section of the college website², at university-level, responsibility sits with the student to ensure that the College are aware of any support needs in a timely fashion.
- 4.3. The nominated Disability Advisor for YCUC students is the College's Head of Higher Education and Adult Learning – Sian Deasy. Both current students and those considering coming to study with us can contact Sian via Sian.Deasy@yeovil.ac.uk.

5. SUPPORT AND REASONABLE ADJUSTMENTS AVAILABLE FOR PROSPECTIVE STUDENTS WHILST DECIDING WHAT TO STUDY

- 5.1. On our website and at open events, prospective students can access information about the course, types of assessment, placements (where appropriate), trips and field work. If prospective students have any queries about additional support that might be needed to study the course, or support available, they are very welcome to contact the University Centre via university.centre@yeovi.ac.uk or 01935 845454 to discuss this, or to speak directly to a member of staff if they are visiting an open event.
- 5.2. At interview, prospective students have the chance to go through this information in person with an academic member of staff who teaches on the programme they are applying for. At interview, students are very welcome to discuss specific support they might need as a result of a disability, learning difficulty, or long-term health condition.
- 5.3. If, during the decision and application period, a prospective student requires further information about additional support that might be needed to study one of our courses, or would like the opportunity to discuss the course with an academic member of staff prior to applying, they are welcome to contact university.centre@yeovil.ac.uk.

² <https://www.yeovil.ac.uk/policies-reports/>

- 5.4. In line with the Admissions Policy, if a student requires reasonable adjustments at any point to engage with the application, interview, or admissions process they can request these. For YCUC students, please contact universitycentre@yeovil.ac.uk to request these.

6. CAMPUS TOURS

- 6.1. At Yeovil College, we run regular Open Events which are open to prospective students at all levels and include the opportunity to visit the college campus. To register, visit the 'Events'³ page of the Yeovil College website.
- 6.2. If a prospective student would like a bespoke tour, or have any specific needs, they should please contact universitycentre@yeovil.ac.uk or 01935845454 to outline their request. A non-exhaustive list of examples where people may require a bespoke tour include:
- 6.2.1. A visually impaired student who would like more time on site to familiarise themselves with the social and teaching spaces they will be using most often.
 - 6.2.2. A student with Anxiety who would like some time to get used to the classrooms they will be taught in and possibly to select the seat / workstation they would like prior to the start of term.

7. GETTING DISABLED STUDENTS' ALLOWNACE (DSA) SUPPORT IN PLACE

- 7.1. All prospective students are informed about the DSA process at interview. Full information about DSA can be found in our DSA Guide, available in both written and video format on the 'Student Support'⁴ page of our website, and we encourage prospective students to familiarise themselves with that information.
- 7.2. We would encourage all current and prospective learners to discuss the support their DSA has recommended with the College. This will also allow the College to have a full picture of the support a student can access, and to take reasonable steps to put in place any necessary reasonable adjustments.
- 7.3. It is essential that current and prospective students keep the College informed if they intend to put in place DSA-recommended support that will be accessed whilst at college. This will allow the College to ensure that staff teaching are aware of how to

³ <https://www.yeovil.ac.uk/events/>

⁴ <https://www.yeovil.ac.uk/university-centre/yeovil-college-university-centre-student-support/>

support learners best, and that the College are complying with relevant legislation. Support accessed at college which students must inform the College about includes, but is not limited to, the examples below:

- 7.3.1. A student must inform the College if they have been recommended a non-medical helper who would be supporting them on-site at college (for example, a note-taker who would be in lessons, or a study skills tutor who would want to meet on-site rather than virtually or at home). As a college site, with children and vulnerable adults, there is a process that the College must follow to complete relevant safeguarding, enhanced DBS, and safer recruitment checks before non-medical helpers can begin regularly visiting the site. This process is not about passing judgement upon whether or not a learner is entitled to support – it is in place to ensure that non-medical helpers are safe to be on-site and aware of their responsibilities whilst working at the College in order to comply with relevant Safeguarding legislation and responsibilities. More information on the safer recruitment processes can be found in the Recruitment Policy and Procedure in the ‘Policies and Reports’ section of the college website⁵.
- 7.3.2. A student must inform the College if they have been recommended some sort of recording device to support with their learning, as there is a process to be completed before these devices can be used in lessons. This process involves the student signing a contract agreeing to only use the recording device in line with the provisions of their DSA to support their learning, and not misusing the technology to record outside of taught sessions or share or publish recordings that have been made. This process also involves identifying how a student can navigate using their recording device outside of ‘typical’ learning environments (such as on a trip, or with a guest lecturer), and how a student can raise if they feel they have been prohibited from using their recording device unfairly. This is to ensure that both students and staff can be confident that recordings are being used in an appropriate way to support with learning, and not in a way that breaches GDPR or Copyright legislation.

8. PREPARING FOR THE START OF TERM

⁵ <https://www.yeovil.ac.uk/policies-reports/>

- 8.1. Our aim is that on the first day of study all learners will arrive confident that any potential barriers to their learning have been identified and understood, and that appropriate steps have been taken in response. However, this will only be possible if current and prospective students have made us aware of any relevant disability, learning difficulty or long-term health condition in good time and applied for DSA where appropriate.
- 8.2. If an applicant declares a disability, learning difficulty or long-term health condition as part of their application then they will be offered the opportunity to have a meeting with the YCUC team in advance of the start of term. It may be that a specialist member of staff from the Learning Support Team or the subject teaching team for also attends, if this is appropriate or required. This meeting would cover topics such as:
 - 8.2.1. Whether the learner has applied for DSA, and if so, what support they are able to access, as well as whether the learner requires any support with the DSA application process and how the College could help with that.
 - 8.2.2. Support that the College can, and cannot, offer to ensure the learner can fully access their learning.
 - In most cases, this will be guided by the recommendations for provider support made in a student's DSA report, which may include measures such as, but not limited to, provision of lecture slides in advance, access to 1:1 support with LRC staff, permission to use assistive technology in class, or a student being assigned a particular seat in class (e.g. at the front or near an exit) to best meet their needs.
 - If a student does not have DSA but has a diagnostic report or medical documentation outlining recommendations for reasonable adjustments these will be considered in much the same way as a DSA report.
 - If a student does not have DSA or a formal diagnostic assessment but does have knowledge of reasonable adjustments they believe would support them in their learning, perhaps based on adjustments they have previously accessed at school or in the workplace, we will also discuss these. There may be some adjustments, such as being able to sit at the front of a classroom so as to most easily see the board, or access to coloured overlays to support with reading hard-copy text, which can be readily implemented to support a learner regardless of whether or not they have a DSA or diagnostic report. Whilst the College will make anticipatory reasonable adjustments wherever possible and reasonable, students should be aware that there are some provisions, for example access to

additional time for assessments, which cannot usually be accessed without a DSA or other appropriate professional diagnostic assessment owing to the regulations of our awarding organisations. If a student requires a diagnostic assessment, the College will support the learner in this process via signposting to routes to obtaining a formal diagnosis, as well as financial support that the College offers to support learners with this process.

- Whilst the College will endeavour to support learners, situations where support cannot be offered might include where a student wishes the College to provide support that is already provided and funded through the student's DSA, where a student's request goes beyond the scope of the course as validated and advertised (for example a student requesting online access to a course that is not offered as a distance learning provision), or where the provision of requested support would not be reasonable, for example, if it would risk the health and safety of others.

8.2.3. Whether it would be helpful to inform teaching and support staff of the learner's needs and how to support them best, and if so, how. In most cases, the College would recommend including relevant information in the student's record in the central Management Information System so that relevant staff can access information on how to support them best, including those who may teach the student in future. A student's permission will always be obtained before uploading this information.

8.2.4. Whether it would be helpful to inform the learner's classmates of their needs and how to learn alongside them best, and if so, how.

8.2.5. Whether the learner will require a Personal Emergency Evacuation Plan to be put in place (only for those students whose disability may affect their ability to safely exit a building in the event of an emergency).

8.3. If a student declares a disability, learning difficulty or long-term health condition during their time studying with us, then these conversations about support will be organised on an ad-hoc basis as they become appropriate.

9. EXAM ACCESS ARRANGEMENTS ⁷

9.1. If a student has been recommended Exam Access Arrangements as part of their Needs Assessment Report when applying for DSA then these will be given due consideration by the College in advance of any examinations.

- 9.2. The College will aim to discuss any exam arrangements with relevant learners at the start of the academic year. However, if an assessment schedule changes in-year, then any affected learners should contact the Head of Higher Education and Adult Learning to discuss this as soon as possible once they become aware of any changes.
- 9.3. If a student has not been contacted by the YCUC team six weeks in advance of an examination to confirm the Exam Access Arrangements that will be put in place, then it is the student's responsibility to contact the Head of Higher Education and Adult Learning to alert them to this.
- 9.4. Students should be aware that there may be situations where a particular Exam Access Arrangement cannot be implemented, as a particular form of assessment is required to test a competence standard that is an essential part of their course (for example, but not limited to, a timed examination, an examination with unseen material, an oral presentation, a practical demonstration of a particular skill). If this is the case, then the College will explain to the student clearly why it is not appropriate to implement an Exam Access Arrangement in this particular instance, and the competence standard that is being assessed which requires the specific form of assessment. If a student believes they have been unfairly disadvantaged because of this decision, they should follow the process outlined in the Customer Feedback Policy and Procedure (including complaints), which is available in the 'Policies and Reports'⁶ section of the website.
- 9.5. Typically, Exam Access Arrangements will only be granted to those who have been recommended these arrangements as part of a DSA report completed by an appropriately qualified professional. However, the College reserves the right to sanction Exam Access Arrangements in other exceptional and unforeseen circumstances where it is deemed appropriate and there is sufficient notice and resource availability to put these arrangements in to place.

10. EXTENSIONS TO COURSEWORK ⁷

- 10.1. In many cases, students with appropriate support in place ought not to need routine extensions to deadlines. Difficulties can often emerge if students are regularly

⁶ <https://www.yeovil.ac.uk/policies-reports/>

⁷ These sections do not apply to students studying 'franchised' or 'flying faculty' courses, including, BA (Hons) Business Management and Strategy, CertHE Working With Children, Young People and Families, BSc (Hons) Social Work, and the Level 6 BEng (Hons) Engineering top-up degree. Students on these courses must refer to the regulations of their awarding institution. The YCUC team can support a student to contact the relevant department at their awarding University so that they can access appropriate support.

submitting their work later than their peers, including not fully utilising scheduled opportunities to discuss their work with peers and tutors, and the domino effect of multiple extensions upon future learning.

- 10.2. That said, there is an extensions process in place and students can apply for an extension if they require extra time to complete an assignment, whether as a result of an ongoing or fluctuating disability, learning difficulty or health condition, or other reasons such as bereavement or illness.

11. SUPPORT DURING STUDIES

- 11.1. If a student's circumstances change during their time at college, and they feel that they may require different support to be put in place, they should inform the Head of Higher Education and Adult Learning.
- 11.2. If a student becomes disabled or is diagnosed with a learning difficulty or long-term health condition during their time at college, they should inform the YCUC team of this so that appropriate support can be put in place.
- 11.3. If a student needs to suspend their studies, or wishes to reduce the intensity of their study, they should approach the YCUC team to request this, in line with the HE Withdrawal and Temporary Suspension of Studies Policy. Every request will be given due consideration, however, it is not guaranteed that this will always be possible, as our courses are regulated by the policies and procedures of our awarding universities and awarding bodies. For example, some programmes are not available on a part-time basis due to university requirements, and some awarding organisations have restrictions on the number of times a student can suspend or resume their studies.
- 11.4. Yeovil College wishes to provide a working and learning environment that acknowledges the richness of diversity, as well as valuing and managing each individual's equality of opportunity within the College. The College opposes all forms of discrimination or victimisation on any grounds such as age, race, disability, pregnancy or maternity, religion or belief, gender, sexual orientation, gender re-assignment or marital status. If a student feel that they are facing discrimination or victimisation on grounds of disability, then they should inform their Programme Leader or the Head of Higher Education and Adult Learning
- 11.5. The College's Moodle site makes teaching and learning materials available, as well as a range of resources to support with wellbeing and wider student life. Accessibility tools are available within Moodle, and the 'Learning Support' (incl. Dyslexia) part of the YCUC Student Help Zone explains how to enable these features.

11.6. If there are specific materials that a learner is struggling to access, they should inform their Programme Lead or the Head of Higher Education and Adult Learning. If a student is struggling to access resources, then they should inform the LRC team who may be able to provide resources in more accessible formats, for example, through their links with initiatives such as RNIB Bookshare.

12. PLACEMENTS

12.1. If a programme has a placement component, the requirements of the placement will be discussed with each learner at interview to ensure that the placement is suitable. In some courses, a suitability declaration will need to be completed as part of the admissions process.

12.2. Before the placement component of a course is begun, learners will have the opportunity to discuss with relevant staff how much information about their disability, learning difficulty or long-term health condition should be shared with the placement provider in order to ensure a good quality learning experience.

RELATED POLICIES, PROCEDURES, DOCUMENTS, DEFINITIONS

Office of the Independent Adjudicator – Best Practice Framework – Supporting Disabled Students⁸

Gov.uk information on Disabled Students' Allowance (DSA)⁹

Learner Reasonable Adjustments and Special Considerations Policy

HE Student Terms and Conditions

Admissions Policy

HE Withdrawal and Temporary Suspension of Studies Policy

⁸ <https://www.oiahe.org.uk/resources-and-publications/good-practice-framework/supporting-disabled-students/>

⁹ <https://www.gov.uk/disabled-students-allowance-dsa>

13. Appendix A – Staff Guidance

1. All HE Programme Leaders should discuss the DSA process with learners at interview (as per the pro-forma) and provide the guidance documents where appropriate.
2. All staff should be alert to situations where learners may be disclosing a disability. If a learner shares this information, you should ascertain whether they have ever made anyone at the College aware of this before, and if not, you should ask them to inform the Head of Higher Education and Adult Learning, or offer to do so on their behalf. Once a student has told any member of staff they are disabled then the College are not able to claim they did not know unless the student told you in complete confidence.
3. If the learner tells you in complete confidence, then you should make them aware that this will limit the support they can access. If they are insistent that this information be kept confidential then that is their prerogative (provided it does not conflict with any professional obligation to safeguard and protect students from harm).
4. If learners have a non-medical helper (LSP / Interpreter / Note-taker / Other support person) on-site they should have undergone the Associate Staff process. This means they will have a Yeovil College ID Badge and orange 'Associate Staff' lanyard to wear on site. On a rare occasion where a substitute or cover support person comes on-site, they should sign in as a visitor and wear their visitor ID badge at all times whilst on-site. If you believe that a learner has a non-medical helper on-site who is not yet an Associate Staff member you should make the learner and helper aware of these processes. You should also alert the Head of Higher Education and Adult Learning to any instances where this has happened as they may represent a Safeguarding breach.
5. If a learner is using a recording device, this needs to have been authorised by the Head of Higher Education and Adult Learning through the Student Recording Device Process. If you believe that a learner is using a non-authorised recording device you should make the learner aware of these processes. You should also alert the Head of Higher Education and Adult Learning, as this may be a breach of GDPR compliance.
6. If you are unsure about how to appropriately support a YCUC learner with a disability, learning difficulty or long-term health condition, including concerns around how to ensure assessment is fully accessible, or whether a certain element of an assessment

is a 'Competence Standard' and therefore reasonable adjustments should not be made, you should contact the Head of Higher Education and Adult Learning in the first instance. Where required, specialist advice will be sought from sources including, but not limited to, the College's Special Educational Needs Co-Ordinator, external agencies with expertise in DSA support such as Contact Associates, or solicitors.

7. The learning environment should be as inclusive as possible, and teaching, learning and assessment should be designed in such a way that the need for individual interventions are the exception, not the rule.
8. If a student with a disability discloses that they feel they are being discriminated against on the grounds of their disability, then this should be dealt with in line with the appropriate procedure – including the Disciplinary Policy (Learner Conduct) if the discrimination is coming from fellow students.