

Policy and Procedure Title	Higher Education Support, Policy and Procedure
Date Approved	September 2017
Approved by	Executive
Date of Equality Impact Assessment	
Next Review Date	October 2018
Executive Lead	Vice Principal Curriculum, Quality and Learner Experience
Applicable to:	Staff, Students
Accessible to:	Staff, Students

## 1. Purpose of the Policy

This policy sets out how Loughborough College will comply with the Non-Medical helper framework to deliver DSA (Disabled Students Allowance) support to learners that have a disability, studying with us on our Higher Education course; including

- Long-term health condition
- Mental health condition
- Specific learning difficulty, e.g. dyslexia

## 2. Scope and Responsibility

This policy is applicable to learners that are eligible for DSA (Disabled Students Allowance) on our Higher Education courses, setting out the standards of support required, what learners can expect from Loughborough College and their own responsibilities within this as well as the responsibilities of the Learning Support Team.

## 3. DSA Support Process

Any learner that has a disability or specific learning difficulty (such as dyslexia) and who requires support during their studies will need to apply for DSA (Disabled Students Allowance) if they are eligible. The eligibility criteria are defined under the Equality Act 2010 and can be found here <https://www.gov.uk/disabled-students-allowances-dsas/overview>. The support eligible for is dependent on individual needs and not on income. If applying through Student Finance England for diagnostic assessment, a learner will need to complete this application first as the DSA Assessment will incur a cost.

Following the DSA (Disabled Students Allowance) Assessment, an approval letter outlining who will be delivering the support (DSA2 letter) and the Needs Assessment Report, outlining the support required will be generated to the learner. Where this names the college to provide this support, this must be passed on to the learning support team via [HEsupport@loughcoll.ac.uk](mailto:HEsupport@loughcoll.ac.uk) so the college can arrange to get this support in place.

Once the college have received a copy of the DSA2 Letter and the Needs Assessment Report a member of the Learning Support Team will contact the learner within 1 working day to arrange a meeting with one of the college SpLD Tutors where they will sign a copy of your learning support agreement with the college.

For all support appointments carried out these will be confirmed in advance. A register of activities will be completed that the learner will be required to sign to say that the support has taken place.

If the DSA2 Letter and the Needs Assessment report does not name Loughborough College as the NMH provider to provide support to an individual learner, it is important that, if the DSA2 Letter and Needs Assessment recommends that exam concessions are to be put in place, that the learner contacts the Additional Learning Support Team within the college to ensure this is actioned. The college will **NOT** receive a copy of the report and will not know to put these in place unless contacted to do so.

## 4. Cancellation and termination of support

Once the learner has met with the Learning Support Team and the Learning Support Agreement is in place, should the learner wish to cancel any planned support for any reason, this will have to be done within 24 hours of the planned support taking place otherwise the College reserves the right to still charge Student Finance England for this.

It is essential that if a learner is absent due to sickness/illness that they inform the college immediately; this will then be logged as an authorised absence and no charge will be incurred.

When cancelling the support, the learner must re-book or confirm the next appointment for support (if this is not already re-occurring)

Support may be terminated if a learner is not meeting the terms of their learning support agreement but where support has been cancelled on 3 or more occasions, a learner will be required to attend a review with one of the SpLD Tutors and re-visit the learning support agreement to ensure that the college is providing the right support and discuss how a learner will adhere to the terms of the learning support agreement in the future.

Where the college cancels support due to unforeseeable circumstances, the college will endeavour where possible to rearrange the support at the convenience of the learner. For sessions cancelled by the college these will not be charged.

## 5. Complaints

If a learner finds that the support received from the Learning Support team has at any time been less than satisfactory then the college Complaints procedure can be followed. This can be found on the College website.

Should a learner wish to change the supplier of Non-Medical Helper Support, Student Finance England in the first instance must be contacted for authorisation. Guidance on how to do this can be sought from Student Finance England (please see the useful contacts)

## 6. Reviewing support and Learner Voice

The Non-Medical Helper Framework sets out a range of quality standards that the college adheres to which includes, assessment and review of support.

A learner will have a review of the Learning Support Agreement each term with a member of the Learning Support team. This is to ensure that the support the college has put in place is still effective and whether the college may need to make any changes. If a learner requires more support than is set out in the Needs Assessment Report, this can be discussed with the learning support team who can support a learner to liaise with Student Finance England. The college will also notify the assessment centre in writing of any additional support requests.

In order for the college to be as effective as possible in delivering support to learners, the college regularly takes feedback from learners about their experience in order to review and improve customer service and the support offered.

The Learning Support team will undertake activities termly to evaluate learner feedback which will be reviewed on a regular basis. Learners also have the opportunity to feedback on an ad hoc basis and this can be done at any time by contacting [HESupport@loucoll.ac.uk](mailto:HESupport@loucoll.ac.uk). Learners also have opportunities to provide feedback anonymously via online surveys or by writing to the Learner Services Manager.

## 7. Staff Delivery

Loughborough College complies with the Non-Medical Helper Framework and publishes its fees for support on the Loughborough College website for support in bands 1-4. The Learning Support team supply the Non-Medical Helper registration framework with details of staff qualifications and training which enables the college to deliver this support.

Where the college may employ new members of staff that will be delivering support to higher education learners, the college will update the Non-Medical helper Framework within 10 working days of their employment to ensure they are registered.

## 8. Equality and Diversity Statement

## 9. Further Guidance and useful contacts

<https://www.gov.uk/disabled-students-allowances-dsas/overview>

### **Student Finance England**

[www.gov.uk/studentfinance](http://www.gov.uk/studentfinance)

The Student Room at [www.thestudentroom.co.uk/studentfinance](http://www.thestudentroom.co.uk/studentfinance)

Monday to Friday 8am-8pm Saturday and Sunday 9am to 4pm

Telephone 0300 100 0607

Textphone 0300 100 0622

## 10. Linked Policies and procedures and location

Complaints Policy and procedure: College website

## 11. Location and Access to the Policy

College Website

## 12. Persons Responsible for the Policy

Head of Learner Services

## 13. Change log

Date	Version number	Details of change	Review / Revision by	
			Name	Title
24/08/2017		3. added information to include exam access arrangements for those that have another provider named	Heather Clarke	Head of Learner Services
05/09/2017	1.0	Header and footer details corrected and formatted.	Hayley Dobson	Document Administrator