



## **Additional Learning and Disability Support Operating Statement**

### **1. PURPOSE**

- Additional Learning and Disability Support is part of Student Services and supports students with Impairments, Health Conditions or Learning Differences and the following sets out expectations of what students can receive from the ALS Service and what ALS expects of students using the service.
- These standards of service are for BU students with evidenced conditions undertaking Bournemouth University programmes at the Talbot or Lansdowne campuses or at any of the Off-Campus centres where courses are delivered by Bournemouth University staff.  
*NB. BU Partner Institutions eg Wiltshire College, support disabled students themselves; ALS does not normally support PI students.*
- ALS works with the Faculties to create an integrated, professional and inclusive service that enables and empowers students to become independent thinkers and learners, not only throughout their respective degree programmes but also beyond graduation, able to perform well in graduate level employment.

### **2. ALS OBJECTIVES**

1. To deliver outstanding and personalised student experiences that empower students to develop their potential to achieve academic excellence and employability
2. To support the development of sustainable, robust and inclusive teaching and assessment strategies by providing the Faculties with information, advice and guidance on reasonable adjustments
3. To support the development of accessible and inclusive learning, working, living and social environments across the BU landscape
4. To support the Faculties in the recruitment, retention and achievement of ALS students amongst the diverse student population
5. To support the Faculties in preparing ALS students for flexible futures with skills to meet the changing demands of the workplace
6. To support the development of an inclusive learning community involving specific disability-related awareness, understanding and best practice delivery mechanisms
7. To promote positive attitudes towards disability in all its varieties and work strategically to ensure a pro-active, anticipatory approach to disability, ensuring the reasonableness of adjustments with regard to the Equality Act 2010

*ALS will achieve these objectives by:*

- Recognising that all students can be supported to make positive contributions to University life
- Providing timely advice, guidance and support

- Ensuring that the University's legal obligations under the Equality Act 2010 and other legislation or obligations relevant to disabled students' support are all met
- Providing training and learning opportunities for all staff in support of the ALS inclusivity objectives
- Working with internal staff and external agencies to support individual students and drive forward service excellence and continuous improvements
- Providing feedback to the Faculties about the wellbeing and learning progress of its ALS students
- Working in partnership with the Faculties and Professional Services to support students holistically
- Investing in areas of disability research to enhance disabled students' learning
- Developing innovative support processes to enhance disabled students' experiences
- Using resources efficiently to secure BU's vision and key strategic priorities
- Recruiting and retaining staff with the capacity to deliver an exceptional student experience
- Enabling staff to be engaged in an excellent student experience by upskilling through a robust in-house specialist training programme
- Embedding value for money and a culture of performance by maximising external funding and working within a meaningful appraisal system
- Maintaining and enhancing a working environment that enables and supports staff and student wellbeing

#### *ALS Core Values:*

- To work within an active learning framework that empowers students to become independent learners through metacognitive processes
- To value difference and individuality
- To work collaboratively with colleagues through integrated partnerships across the University and with external agencies to ensure positive outcomes for ALS students
- To provide value for money whilst maintaining integrity and professional standards
- To develop continuous quality assurance processes within Student Services that demonstrate a commitment to the social model of disability
- To support inclusivity along the student journey from marketing, recruitment, teaching and assessment to placement, exams, graduation and future employment

### **3. COMMUNICATION BETWEEN ALS AND PROSPECTIVE/CURRENT STUDENTS**

#### **3.1 ALS aims to:**

- a) Deliver a preliminary appointment with an appropriate member of the ALS Team within 10 working days
- b) Arrange an appointment as soon as possible, if appropriate, with an external assessor (e.g. Educational Psychologist, DSA assessor). As these services are provided through individual contracts by an external provider, we cannot be responsible for the frequency or availability of appointments
- c) Signpost you to other University services as appropriate

- d) Provide information in alternative formats on request
- e) Contact students in timely ways
- f) Develop individual learning programmes around each student's set goals and targets to achieve personalised outcomes

### **3.2 ALS expects prospective and current students to:**

- a) Contact ALS as early as possible
- b) Provide valid evidence of any disability, medical or mental health condition, or specific learning difference
- c) Notify ALS as soon as possible if you are unable to attend your appointment, giving at least 48 hours' notice
- d) Attend all booked appointments promptly
- e) Keep contact details up to date and notify ALS if there are any changes in your circumstances
- f) Provide ALS staff and the external assessor with an accurate account of your difficulties and support requirements
- g) Raise any concerns you may have at the earliest opportunity about any assessment undertaken and the content of any report provided
- h) Be fully engaged with your individual learning programme
- i) Take responsibility for your learning
- j) Be respectful of yourself and ALS staff, and co-operate positively with your support strategies and reasonable adjustments
- k) Please note, if you do not disclose a disability as soon as possible it is likely that there will be an unnecessary delay in any support or assessment adjustments you may be entitled to

## **4. CONTACT WITH OTHER UNIVERSITY DEPARTMENTS**

### **4.1 ALS will undertake to:**

- a) Make appropriate recommendations about reasonable adjustments for learning and assessment
- b) Inform your academic department, where appropriate, of any health and safety risk assessments arising from your disability or condition that should be considered. This is very important should you need a personal emergency evacuation procedure (PEEP)
- c) Communicate with Practice and Placement staff and Mentors in Practice, as well as academic staff, to ensure appropriate support is identified for off-campus study, practices and placements
- d) Liaise with the University Estates, Residential Services, the Library, Academic Services (exams), Careers and Employability, SUBU and other areas as appropriate to negotiate reasonable adjustments
- e) Provide information about appropriate sources of extra funding

### **4.2 To ensure that other University departments have adequate information, potential and current students are expected to:**

- a) Complete all ALS appropriate documentation

- b) Raise any potential support requirements for practice/placements/field trips with ALS far enough in advance to allow appropriate arrangements to be made
- c) Raise any accessibility requirements that may affect accommodation, learning spaces, or lecture theatres, such as induction loops, lifts or alternative formats, as soon as possible

## **5. CONFIDENTIALITY**

- 5.1 Bournemouth University is registered as a Data Controller and collects personal information for the purposes registered with the Information Commissioner. All information is held and processed in accordance with the requirements of the Data Protection Act, 1998 (DPA). Any information provided to the University by an applicant or current student will remain confidential and will only be provided to those University staff who need to know for a related student support purpose.
- 5.2 As required by the DPA, the University will not normally disclose your information to a third party other than with your explicit permission except where there is a legal obligation to do so. Likewise, it is not possible for the University to obtain information about you from a third party (such as a doctor) without your explicit consent.

- **COMPLAINTS**

If you are not satisfied with the provision of services from ALS, you are advised to follow the Students' Complaints Procedure which is available on the University Website.

- **CONTACT DETAILS**

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