



## **ALS Operating Statement**

*Universities are gateways to more fulfilling lives; their students develop knowledge, credentials, networks and skills for successful careers, and they nourish students' personal growth. Office for Students May 2018*

Additional Learning and Disability Support is part of Student Services and supports students with Impairments, Health Conditions or Learning Differences. 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.

ALS works with the Faculties around an enabling framework, the aim of which is to teach students active learning strategies, techniques and skills that empower them to become reflective, independent learners with academic and transferable skills for employment.

ALS has core principles that support the University values of Excellence, Inclusivity, Creativity and Responsibility, providing purpose and rationale as part of Student Services at Bournemouth University. These principles inform the service Action Plan and provide value for money without compromising integrity and professional standards. ALS works collaboratively with colleagues across the University and with external agencies to ensure positive outcomes for students with disabilities.

### **ALS Objectives:**

1. To deliver outstanding personalised and group 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, particularly with Res Life, SportBU and Student Wellbeing
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, particularly with Careers and Employability
6. To support the development of an inclusive learning community involving specific disability-related awareness, understanding and best practice delivery, particularly with the Centre for Excellence in Learning (CEL), Human Resources and Organisational Development (HROD) and Student Services
7. To promote positive attitudes towards disability in all its varieties and work strategically to ensure a pro-active, anticipatory approach to inclusivity, ensuring the reasonableness of adjustments with regard to the Equality Act 2010 and BU's legal duties.

### **ALS will achieve these objectives by:**

1. Recognising that all students can be supported to make positive contributions to University life
2. Providing timely information, advice and guidance on available funding and other aspects of support
3. 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, particularly the Disabled Students' Allowances (DSA)
4. Providing training and learning opportunities for all staff in support of the ALS inclusivity objectives
5. Working with internal staff and external agencies to support individual students and drive forward service excellence and continuous improvements
6. Providing feedback to the Faculties about the wellbeing and learning progress of its ALS students
7. Working in partnership with the Faculties and Professional Services to support students holistically
8. Investing in areas of disability research to enhance inclusivity
9. Communicating with Practice and Placement staff and Mentors in Practice, as well as academic staff, to ensure appropriate support is identified for study, practices, placements and field trips
10. Employing innovatory support processes to enhance disabled students' experiences
11. Using resources efficiently to secure BU's vision and key strategic priorities
12. Recruiting and retaining staff with the capacity to deliver an exceptional student experience
13. Enabling staff to be engaged in an excellent student experience by upskilling through a robust in-house specialist training and Continuous Professional Development (CPD) programme
14. Embedding value for money and a culture of performance by maximising external funding and working within a meaningful appraisal and CPD system
15. Maintaining and enhancing a working environment that enables and supports staff and student wellbeing.

### **Communication between ALS and prospective/current students**

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

- a) Contact students within 24 hours of registering to advise a named contact who will then be in touch within due course
- b) Inform the Faculty and/or Residential Services, where appropriate, of any health and safety risk assessments arising from disabilities or conditions that should be considered including personal emergency evacuation plans (PEEPs)
- c) Arrange a Specific Learning Differences (SpLD) screening or diagnostic appointment as soon as possible. Screening is undertaken by Student Co-ordinators whilst diagnostic assessments are provided by external providers. As such, we cannot be responsible for the frequency or availability of appointments
- d) Recommend reasonable adjustments to Faculties, and the Doctoral College in the case of postgraduate researchers (PGRs)
- e) Signpost to other University services as appropriate
- f) Provide information in alternative formats on request
- g) Contact students in their preferred way
- h) Develop individual learning programmes (ILP) around student-set goals and targets to achieve personalised outcomes within an enabling framework.

## **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 unable to attend appointments, giving at least 48 hours' notice of cancellation
- d) Attend all booked appointments promptly
- e) Keep contact details up to date and notify ALS if there are any changes in circumstances
- f) Provide ALS staff and the DSA assessor with an accurate account of difficulties and support requirements
- g) Raise any potential support requirements for practice/placements/field trips with ALS far enough in advance to allow appropriate arrangements to be made
- h) 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
- i) Be fully engaged with the individual learning programme
- j) Take responsibility for learning
- k) Be respectful of self and ALS staff, and co-operate positively with the support strategies and reasonable adjustments
- l) Note that if a disability is not disclosed as soon as possible there may be a delay in any support or assessment adjustments.

## **Confidentiality**

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 General Data Protection Regulations (GDPR) 2018 and will remain confidential. Information will only be provided to university staff who need to know for a related student support purpose. As required by the GDPR, the University will not normally disclose information to a third party other than with explicit permission except where there is a legal obligation to do so. Likewise, it is not possible for the University to obtain information about a student from a third party (such as a doctor) without explicit consent.

## **Complaints**

If students are not satisfied with the provision of services from ALS, they are advised to follow the Student Complaints Procedure which is available on the University website.

## **Contact details**

Additional Learning and Disability Support

- DLG17, Sir Michael Cobham Library, Talbot Campus, Fern Barrow, Poole BH12 5BB  
Tel: 01202 965663
- B316, Bournemouth House, Lansdowne Campus 19 Christchurch Road BH1 3LH  
Tel: 01202 961581

**Email:** [als@bournemouth.ac.uk](mailto:als@bournemouth.ac.uk)

**Web:** [www.bournemouth.ac.uk/students/learning/disability-additional-learning-support](http://www.bournemouth.ac.uk/students/learning/disability-additional-learning-support)

**Blog:** [levelplayingfields.com](http://levelplayingfields.com)