

# Tertiary Learner Support Policy

October 2021

UNCONTROLLED WHEN PRINTED

Also available in large print (16pt)  
and electronic format.

Ask Student Services for details.

[www.perth.ac.uk](http://www.perth.ac.uk)

Perth College is a registered Scottish charity, number SC021209



UNCONTROLLED WHEN PRINTED

# Tertiary Learner Support Policy

## Version Control and Change History

Version	Date	Endorsed by	Amendment(s)	Author
0	Spring 2018	Partnership Council	New Single Policy	Learner Support Policy Ownership Group
1	March 2021	Partnership Council	Formatting changes and grammar corrections; 2: Section on Access and Inclusion Strategies removed; 2.1: Additional information added at end of section; 3.2: Revised section containing former sections 3.2 and 3.3; 3.3: Changed 'where' to 'as'; 3.4: Clarity around reasonable adjustments being made where appropriate; 3.5: new extended section on alternative assessment arrangements, removing last sentence from PLSP section; 3.7: Example removed from section as too many awarding bodies to use single example; 4.2: New section on professional judgement of staff; 4.3: Revision made to second bullet point regarding finances and resources'; 9: Updated list to relevant resources.	Learner Support Policy Ownership Group
1	October 2021	CASE CQM	Contextualised to college format and roles and responsibilities	Quality Dept

**Title:** Tertiary Learner Support Policy

**Version/Status:** 1/ Final

**Approved By/Date:** CASE CQM / 23/10/2021

**Effective Publication Date:** October 2021

**Owner:** Depute Principal

**Lead Author:** Head of Student Experience

**Lead Editor:** Student Services Manager

**Review Timing/Date:** 3 Years / 2024/25

## Policy Summary

Overview	This policy is required to set out a regional approach to learner support for Perth College UHI and all academic partners in the University of the Highlands and Islands.
Purpose	The policy will provide a framework for a consistent and coherent methodology for the support of learners.
Scope	This policy applies to all academic partners.
Consultation	This policy was developed by a Policy Ownership Group, made up of practitioners from across the University of the Highlands and Islands network. Endorsement was received from Senior Management Curriculum Team, Partnership Council and Further Educational Regional Board, before the policy went through local consultation and approval by Boards of Management and UHI Academic Council.
Implementation and Monitoring	Academic partners will be responsible for implementing and monitoring the policy.
Risk Implications	The policy reduces risk for the University and academic partners by reinforcing the existing community of practice for staff and creating a streamlined process.  Students will also benefit from a consistent approach across all partners.
Link with Strategy	This policy is linked to individual Access and Inclusion strategies and the Regional Outcome Agreement.
Impact Assessment	Equality Impact Assessment: Assessed – No further action to be taken.
	Privacy Impact Assessment: N/A

**Title:** Tertiary Learner Support Policy/  
**Version/Status:** 1/ Final  
**Approved By/Date:** CASE CQM / 23/10/2021  
**Effective Publication Date:** October 2021

**Owner:** Depute Principal  
**Lead Author:** Head of Student Experience  
**Lead Editor:** Student Services Manager  
**Review Timing/Date:** 3 Years / 2024/25

## 1 Policy Statement

- 1.1 Perth College UHI is committed to providing an inclusive learning environment in which every student can make the most of learning and development opportunities available throughout their student journey. All students have different learning needs, regardless of level of study.
- 1.2 (Partner Name, UHI) will comply with the Equality Act 2010, and is committed to promoting equality of opportunity and fair treatment for those with protected characteristics.
- 1.3 Students will be given the opportunity to achieve their full potential through anticipation of service provision, ensuring reasonable adjustments will be made when and where required by [Partner Name, UHI].

## 2 Definitions

- 2.1 **Personal Learning Support Plan:** A Personal Learning Support Plan (PLSP) is a functional and confidential document which details the nature of a student's additional support need(s) and any support measures that have been agreed. PLSPs are drawn up in close consultation with students and are organic documents subject to change as appropriate.
- 2.2 **Reasonable adjustment duty:** As set out in the Equality Act 2010, the reasonable adjustment duty is the legal obligation to remove as far as possible by reasonable means the disadvantage which a disabled student experiences because of their disability. Further information from the Equality and Human Rights Commission is available here.

## 3 Purpose

- 3.1 The purpose of this policy is to create a supportive environment for learners in Perth College UHI. This policy is intended to promote access and inclusion and wherever possible to provide parity of experience for learners at each stage of their student journey.
- 3.2 Disclosures can be made at any time from pre-application. All students and prospective students are encouraged to disclose any specific requirements at the earliest opportunity, in order that appropriate support can be identified as soon as is practicable. Academic staff may also refer students to Student Support.
- 3.3 As appropriate disclosures will be followed up by Student Support at Perth College UHI. The professional judgement of staff from Student Support will be used at all stages of assessment in order to ascertain the appropriateness of support and adjustments for students.

**Title:** Tertiary Learner Support Policy  
**Version/Status:** 1/ Final  
**Approved By/Date:** CASE CQM / 23/10/2021  
**Effective Publication Date:** October 2021

**Owner:** Depute Principal  
**Lead Author:** Head of Student Experience  
**Lead Editor:** Student Services Manager  
**Review Timing/Date:** 3 Years / 2024/25

- 3.4 **PLSPs:** The University of the Highlands and Islands partnership recognises the value of the PLSP as a functional and confidential document that details the support and adjustments, including those related to academic assessment, that have been approved in light of a student's specific needs. PLSPs should be used where appropriate, where it supports the learner and the situation warrants and/or necessitates the use of this tool.
- 3.5 **Alternative Assessment Arrangements:** In order to develop Alternative Assessment Arrangements within a PLSP it is often required to generate evidence to do so. This evidence can take a variety of forms and may be dependent on the accreditation body stipulations.
- 3.6 Planning for reasonable adjustments will be undertaken collaboratively between the student, support and academic staff. The student will always be regarded and treated as a central figure in this process and will be kept apprised of progress.
- 3.7 **Awarding Bodies:** When reviewing additional support requests validated by another awarding body, the awarding body website and/or policies must be referred to.
- 3.8 **Use of Personal Data:** Personal data collected through the Perth College UHI Learner Support process will be handled in accordance with the University's tertiary student document retention policy and the relevant privacy notice. Personal data will be anonymised and used for statistical purposes to monitor applications by age, disability, gender and gender reassignment, pregnancy and maternity status, ethnicity, religion and/or belief, sexual orientation, socio-economic background or care experience.

## 4 Scope

- 4.1 This policy applies to students undertaking courses at Perth College UHI, regardless of mode or level of delivery.
- 4.2 Support and/or adjustments are recommended on the basis of professional judgement by Student Support.
- 4.3 Whether it is reasonable for an education provider to make any particular adjustment will depend on a number of factors, including:
- The effectiveness of making the adjustment.
  - Whether it is practical to make the adjustment.
  - The cost of the adjustment, and the resources and size of the institution.
  - The availability of grants, loans and other assistance to disabled students, such as Disabled Student Allowance, or charitable trusts.
  - The extent to which aids and services will be provided to disabled students from other sources.
  - Health and Safety requirements: this means if the adjustment increased the risks to the health and safety of another person.

**Title:** Tertiary Learner Support Policy/  
**Version/Status:** 1/ Final  
**Approved By/Date:** CASE CQM / 23/10/2021  
**Effective Publication Date:** October 2021

**Owner:** Depute Principal  
**Lead Author:** Head of Student Experience  
**Lead Editor:** Student Services Manager  
**Review Timing/Date:** 3 Years / 2024/25

- The relevant interests of other people: this means where the adjustment results in significant disadvantage for other people.

## 5 Exceptions

5.1 Student personal health care is outwith the scope of this policy.

## 6 Notification

6.1 All staff are responsible for supporting learners through their student journey and should be aware of the policy.

6.2 Staff members responsible for providing specialist learner support will be briefed and trained on the policy and procedures.

6.3 The policy will be publicly available on the Perth College's website, along with other current policies.

## 7 Roles and Responsibilities

7.1 Perth College UHI has overall responsibility for the implementation of this policy.

7.2 All staff have a responsibility to provide support for the learner through their student journey.

7.3 Perth College UHI's Student Support/Services staff will provide services including, but not limited to:

- Contact with students and assessment of need.
- Creation of PLSPs.
- Signposting and coordinating support.
- Liaising between student and academic staff.
- Implementation of support.
- Passing Summary of Support to the relevant PAT.

7.4 Perth College UHI's Academic Staff will provide services including, but not limited to:

- Reading the Summary of Support and appropriate cascading to relevant members of staff on a need-to-know basis.
- Compliance with Summary of Support.
- Implementing learning and teaching adjustments.
- Review and liaison with Student Support on impact of learning and teaching adjustments.
- Liaising with Student Support where a student has not made a disclosure but may require support.
- Adhering to confidentiality protocols.

**Title:** Tertiary Learner Support Policy

**Version/Status:** 1/ Final

**Approved By/Date:** CASE CQM / 23/10/2021

**Effective Publication Date:** October 2021

**Owner:** Depute Principal

**Lead Author:** Head of Student Experience

**Lead Editor:** Student Services Manager

**Review Timing/Date:** 3 Years / 2024/25

## 8 Legislative Framework

Adult with Incapacity (Scotland) Act 2000  
Adult Support and Protection (Scotland) Act 2007  
British Sign Language (Scotland) Act 2015  
Children (Scotland) Act 1995  
Children and Young People (Scotland) Act 2014  
Data Protection Act 2018  
Disability Discrimination Act 2005  
Education (Additional Support for Learning) (Scotland) Act 2004  
Education (Additional Support for Learning) (Scotland) Act 2009  
Equality Act 2010  
General Data Protection Regulation (GDPR)  
Human Rights Act 1998  
Mental Health Act 2007  
Mental Health (Care and Treatment) (Scotland) Act 2003  
Protection of Vulnerable Groups (Scotland) Act 2007  
Scottish Strategy for Autism 2011  
Special Educational Needs and Disability Act 2001  
Scottish Care Leavers Covenant (2015)

## 9 Related Policies, Procedures, Guidelines and Other Resources

British Sign Language (BSL): National Plan 2017 to 2023  
AP Access to Assessment Policy  
AP Admissions Policy  
AP Corporate Parenting Plan  
Disability Processes Privacy Notice  
AP Further Education Guidance Policy  
AP Equality, Diversity and Inclusivity Policy  
UHI Equality and Diversity Reporting  
UHI Fitness to Study Guidelines  
UHI Recording of Taught Sessions Policy  
UHI Tertiary Learner Support Procedures

**Title:** Tertiary Learner Support Policy/  
**Version/Status:** 1/ Final  
**Approved By/Date:** CASE CQM / 23/10/2021  
**Effective Publication Date:** October 2021

**Owner:** Depute Principal  
**Lead Author:** Head of Student Experience  
**Lead Editor:** Student Services Manager  
**Review Timing/Date:** 3 Years / 2024/25