



**Higher Education**

**Student Support Procedure**

**Owner: HE Student Support**

**Policy Introduced:**

**December 2020**

**Next Review:**

**December 2022**

**Endorsed by: HE**

**Academic Board**

## **1. Aims of Procedures**

1.1 The procedures discussed in this document apply to Leeds City College campuses providing higher education courses (hereafter referred to collectively as University Centre), staff and students.

1.2 Its purpose is to ensure that the HE Student Support procedures are implemented consistently across the HE campuses and staff and students are aware of the procedure to access student support while studying at the University Centre.

1.3 The term 'support' will be used throughout the document and will refer to any additional support students might require while studying at the college. This can include support with learning difficulties, physical disabilities, sensory impairments, mental health difficulties or financial difficulties.

1.4 The specialist support offered at the University Centre is there to enable students to overcome barriers to progress, by addressing specific difficulties. In doing this we aim to promote equal opportunities throughout the college.

## **2. Types of Support**

### **2.1 Learning support**

2.1.1 Support is available for students who may need help with their studies. Students can self-refer to this service or be referred by a member of staff. Once referred, a member of the Student Support team will contact them as soon as possible but will make contact to arrange an initial assessment within two working days.

2.1.2 Learning Support Officers (LSO) can help arrange alternative assessment arrangements including exam access arrangements (such as extra time, a reader or scribe).

2.1.3 Students can access assistive technology such as TextHelp (text to speech software) and Mind Genius (mind mapping software).

2.1.4 LSO can also help students to improve their study skills, such as developing essay planning, proofreading skills and organisational skills.

2.1.5 The full process to receive alternative assessment arrangements can be found in the Alternative Assessment Arrangements policy (see 6.1 in links to other policies).

2.1.6 LSO will also help with the Disabled Students' Allowance (DSA) application process if students are eligible for this support (see 2.3).

## **2.2 Mental Health and Wellbeing Support**

2.2.1 Students who need support with their mental health can be offered short term counselling through the University Centre. Students can self-refer to this service or be referred by a member of staff.

2.2.2. Once referred, a member of the Student Support team will contact them as soon as possible but will make contact to arrange an initial assessment within two working days.

2.2.3 Students who are referred will receive an email inviting them to attend an initial assessment, to discuss their support needs and will be offered six counselling sessions if appropriate.

2.2.4 Students can arrange a time to meet with the support team to discuss external mental health support services. They will be provided with signposting information for organisations and help with the referral process if necessary.

2.2.5 The Progression and Wellbeing Officer can provide general wellbeing support to students who may require it. This could include information and advice regarding their mental or physical wellbeing.

## **2.3 Disabled Students' Allowance (DSA) Support**

2.3.1 If a student has a long-term injury or disability, a sensory impairment, mental health difficulties or specific learning difficulties (dyslexia, dyspraxia, autism, ADHD), DSA can provide support to help them study more independently. Students may receive one type of support or a combination of support options.

2.3.2 For some students, DSA can provide general equipment such as an ergonomic desk and chair or a footrest to help you when studying at home.

2.3.3 DSA can provide assistive technology, usually software such as text-to-speech, mind mapping or dictation.

2.3.4 Students can also receive non-medical help through DSA, such as one to one mentoring or study skills support.

2.3.5 The Student Support team at the University Centre can provide advice and guidance to eligible students who wish to apply to their funding body for DSA. They will inform students about the evidence they will need when applying, arrange a Needs Assessment for them if necessary and explain how to arrange their final support package.

## **2.4 Progression Support**

2.4.1 The HE Progression and Wellbeing Officer can provide information, support and advice to help students with their progression.

2.4.2 Progression support available through the University Centre includes information about other courses available that students might want to progress onto.

2.4.3 Students can also receive help in looking for and applying to jobs during studying at the University Centre. Support with this could also include help with writing a CV, cover letter or supporting statement.

2.4.4 Students can refer themselves for one-to-one careers support and access the support available online to guide them through the progression process.

## **2.5 Finance Support**

2.5.1 Students can receive information, guidance and support on any Student Finance England enquiries or financial issues they have during their time studying at the University Centre.

2.5.2 Information is available about the University Centre bursary and hardship fund, along with support with external financial support and general financial enquiries.

2.5.3 Students can refer themselves for one-to-one financial support and access online support provided by the University Centre.

## **2.6 Extra Support**

2.6.1 Students may require extra support which has not been mentioned already. This may include support through the admissions, enrolment and induction process. Support staff are available for extra duties that they think are necessary when supporting students.

## **3. Referral Process**

3.1 To access any of the support services listed above, students must fill out the appropriate referral forms, which can be found on the University Centre's VLE page. A member of staff can fill out this form on a student's behalf if necessary.

3.2 The referral form will ask students for information such as their name, age group, gender, ethnicity, course and support need.

3.3 The relevant member of the Student Support team will then contact the student to arrange an initial assessment. Initial contact will normally be made within one or two working days after a referral has been made. Support staff will aim to see a student as soon as possible, however this will depend on the student's availability.

3.4 The initial assessment is a conversation between the support staff member and student to identify the student's main difficulty, along with referral to appropriate support if necessary and signposting information.

3.5 The support being offered to the student will be made clear in the initial assessment.

## **4. Information Sharing and Confidentiality**

4.1 The procedure of confidentiality might be slightly different depending on the type of support the student is accessing. Student Support staff will cover information about data protection, confidentiality and consent in the initial assessment.

### **4.2 Data Protection**

4.2.1 The Student Support team will gather information from students including:

- Personal details such as their name, date of birth, address, contact details.
- Details about any specific learning difficulties, mental health difficulties, sensory impairments, injuries, disabilities or other difficulties the student has.

4.2.2 Any data gathered will be treated with all due care and will not be disclosed to other parties without the student's consent, unless there is a legislation or other overriding legitimate reason to do so.

4.2.3 There are some parties that might need access to the student's information, such as:

- Course tutors, so they are in a better position to support the student in their studies.
- University Centre Higher Education Registry Office staff, for the purposes of administering courses.
- Student Finance England (SFE), including Disabled Students' Allowance (DSA), mainly for the purpose of the student's DSA application.
- Needs Assessment centres, if the student applies for DSA.
- The course awarding body; there may be instances where the Student Support team must justify why a student was granted a course extension or exam access arrangements.

4.2.4 Data will be kept securely locked away, or if computerised, password protected. The data will be kept for six years after the completion of the student's course. Students will be asked if they are happy for the Support team to:

- Store and process data for the purposes described above.
- Upload assessment reports (e.g. Diagnostic assessments, DSA Needs Assessments), to the college's information system.
- Disclose support requirements to other members of staff if necessary.
- If students are not happy with support staff disclosing information to other members of staff, they will be asked if named staff can receive support information.

4.2.5 With agreement from the student, members of the Support team can collate the information provided by the student to create a support summary, to upload onto ProMonitor for Course Tutors and other members of staff to access.

### **4.3 Confidentiality**

4.3.1 Students are informed in the initial assessment that if the member of Support staff is concerned that there is a risk of harm to the student or somebody else, they will need to contact a member of the safeguarding team and follow the college's safeguarding procedure.

4.3.2 Students are informed that the HE Student Support team may need to discuss the support students are receiving with each other, to ensure the student is receiving all appropriate types of support.

4.3.3 Student who access counselling support through the University Centre are informed that all information shared within the sessions remains confidential. The only exception to the rule of confidentiality would be if the student asked the counsellor to share any of the information with an appropriate member of staff, or the counsellor had any safeguarding concerns.

## **5. Contact details**

5.1 Here you can find the contact details of the Student Support team:

- Emma Lockwood – [emma.lockwood@ucleeds.ac.uk](mailto:emma.lockwood@ucleeds.ac.uk)
- Simon Wilson – [simon.wilson@ucleeds.ac.uk](mailto:simon.wilson@ucleeds.ac.uk)
- Sonia Ghafoor – [sonia.ghafoor@ucleeds.ac.uk](mailto:sonia.ghafoor@ucleeds.ac.uk)
- Laura Macgregor – [laura.macgregor@ucleeds.ac.uk](mailto:laura.macgregor@ucleeds.ac.uk)
- Sasha Joseph – [sasha.joseph@ucleeds.ac.uk](mailto:sasha.joseph@ucleeds.ac.uk)

## **6. Links to other policies and procedures**

6.1 This procedure links to the following procedures:

- Alternative Assessments Arrangements Policy
- Admissions Policy
- Admissions Procedure
- Bursary Policy
- Mental Health Policy
- Student Support Strategy