
Document Title: HE Reasonable Adjustment Policy & Procedure

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Approved By: Paul Fairclough

Author: Eliza Treme-Swailes

Responsible Board: Higher Education Academic Board

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Document Change Log	
Summary of changes made between previous issue and this current issue	Page number

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- o info@lwc.ac.uk

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1 Summary of this document

This document sets out the expectations of you as a student and the Institution's approach to reasonable adjustment.

This document is located within Lakes College designated SharePoint site and on the Lakes College Higher Education website so you can access this throughout your journey.

2 Scope

Our Higher Education Reasonable Adjustment Policy and Procedure applies to all students and staff engaged in the delivery or support of higher education programmes. The document contains our approach and commitment to fair, transparent, accessible, inclusive Higher Education learner experience.

3 Responsibility

Title	Responsibility
The Dean of HE	Has overall responsibility for the strategic management of Higher Education Administration Policy.
Higher Education Academic Board	The Academic Board's primary duties are to oversee Higher Education academic standards, the quality of all Higher Education programmes within the Institution, and the student learning experience.
Institution Board of Governors	Monitors the Higher Education provision to review progress against the Institution's EDI Strategy. The Chair of the Academic Board will report to the Board of Governors.
Inclusive Learning Leader	Is responsible for working with the Programme Academic Team to ensure appropriate support,

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	differentiation and access arrangements are in place to support teaching and learning. They will ensure that this policy and procedure is adhered to by the Programme Academic Team and the Inclusive Learning Team.
Careers, Recruitment and Admissions Team	is responsible for notifying the Inclusive Learning Leader when a learner discloses a support need during the admission stage.
Programme Academic Teams	are responsible for supporting the disclosure of reasonable adjustments and supporting the ethos of inclusion throughout the learner journey.

If you have any questions in relation to the Admission Policy, please contact info@lcwc.ac.uk.

4 Introduction

Lakes College West Cumbria HE Strategy 2023-25 highlights that all individuals should be encouraged to participate in the education process and to undertake programmes which will be of benefit to them, in line with their career and life aspirations. The document sets out how we support adjustments for participation in higher education programmes.

We recognise our responsibilities and anticipatory duty under the Equality Act 2010. We will take into account any associated support need disclosed to us, which may be required to ensure equity of access to our higher education programmes for all.

This includes but is not limited to, age, race, ethnicity, gender reassignment, sex, sexual orientation, religion, disability, pregnancy, and marital status

You are encouraged to disclose any support needs as early as possible to ensure we can fully support your student journey.

For further information please refer to the Higher Education Equality Policy and Higher Education Reasonable Adjustment Procedure below.

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Reasonable Adjustment Policy

5 Policy

The policy sets out how we support adjustments for participation in higher education programmes.

6 Higher Education Programme Information

We will provide you with accurate, up-to-date, and upfront programme information. This information is located on the website for applicants and contains key information including delivery methods and assessments.

If you think you may require reasonable adjustments when looking at this information please contact the Inclusive Learning Lead in confidence at: send@lcwc.ac.uk.

7 Student Journey with Reasonable Adjustments

7.1 Admissions & Enrolment (Learner Support Plans)

Should you require reasonable adjustments to the higher education admission process, please contact tscs@lcwc.ac.uk. This may include support to complete the application form, and adjustments to attend interview and enrolment.

Where reasonable adjustments are indicated we will work with you to put in place a learner support plan. Please refer to the reasonable adjustment procedure for further information.

7.2 Teaching & Learning

If you have a learner support plan, the academic delivery team will have access to this information to support your learning with us and make adjustments where necessary. Programme specification and handbooks can be accessed by applicants on the website and Canvas (virtual learning environment) for enrolled students, to see details of course delivery including teaching location, timetable, and teaching and assessment methods.

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If you do not have a learning support plan and feel you require reasonable adjustments, please contact the Learning Support Team at "tlearningsuppasst@lcwc.ac.uk who will be able to advise you.

7.3 Assessments & Examinations

The Exams Officer will work with you and the Inclusive Learning Team to ensure that the reasonable adjustments, set out in your learner support plan, are in place to support your examinations and assessments.

7.4 Facilities & Equipment

We are an inclusive campus with quiet areas to support reasonable adjustments. Your learner support plan will detail and make available any specialist equipment required for your programme of study. Your learner support plan may have reasonable adjustments to support your requirements to navigate the campus and for safe evacuation in case of an emergency.

7.5 Financial Support

We will assist you in accessing information on sources of financial support. This can include Disabled Student Allowance (DSA) if you are on an eligible programme. Further information can be found <https://www.gov.uk/disabled-students-allowance-dsa>

7.6 Work Placement

Your programme may require you to carry out work placement and an assessment will be made to determine the placement suitability. Adjustments will be made where feasible.

7.7 Support after graduation

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We will provide careers support prior and after graduation. Further information can be found at [Careers Advice \(19+\) - Lakes College \(lcwc.ac.uk\)](https://www.lcwc.ac.uk/careers) or contact the Careers, Recruitment and Admissions Team who can be contact at teamstudentservice@lcwc.ac.uk

8 Digital Accessibility

Material published by the College will be available in various formats.

Published material may include but are not limited to:

- Website organisation and documents
- The Virtual Learning Environment (Canvas)
- Printed materials
- Journals & Books including digital formats

We adhere to accessibility guidelines as set out in Web Content Accessibility Guidelines [Web Content Accessibility Guidelines \(WCAG\) 2.1 \(w3.org\)](https://www.w3.org/WAI/standards-guidelines/wcag)

9 Data & Privacy

Your personal records will be kept confidentially and securely in line with the [HE Data Protection Policy](#).

Any information provided by you to support your reasonable adjustment will only be shared with a limited number of staff, who are directly responsible for determining and implement the reasonable adjustment requirements. Staff who access this information will abide by the [HE Data Protection Policy and Procedure](#).

We are required to provide anonymised statistical data returns to our regulators and statutory agencies. This does not identify individuals.

10 Our Commitment to you

We are committed to:

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- Providing you with information and support for any enquiries you may have to determine whether reasonable adjustments maybe required to support your studies on your programme.
- Working with you to support you learner journey and ensure the delivery methods meet your agreed reasonable adjustments in your learner support plan.
- Keeping your sensitive, personal, health information disclosed by you secure and confidential at all times.
- Providing you with an appropriate learner support plan to support your disclosed requirements and our assessment of your reasonable adjustment needs.

11 Measuring and monitoring impact

11.1 Monitoring

Data will be reviewed throughout your learner journey to identify where reasonable adjustments has been made. We will consider how the reasonable adjustment has supported your progress on your programme.

11.2 Governance

Key Performance Indicators (KPIs) from the Institution’s Equality, Diversity, and Inclusion Strategy 2023 – 2025 will inform governance and monitoring review. The Senior Leadership Team will also be kept informed of progress or issues against the EDI KPIs.

11.3 Reporting structure

The Inclusive Learning Leader will report quarterly to the Standardisation Meetings which monitor the Inclusive Learning Team and student support. This report is shared with the Quality Assurance Committee who report to the Academic Board and the Board of Governors.

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11.4 Measuring Impact

The Inclusive Learning Team will meet with you at least once a quarter to ensure the reasonable adjustments in place support your current needs.

In discussion with you we will record the impact the reasonable adjustments have made and identify if further reasonable adjustments are required for you.

12 Intersectional Data

The Institution, when considering the impact of reasonable adjustments across the Institution, will review available intersectional data when reporting access and student progression. This is to ensure consideration of the proportionality of the adjustments made to assist and overcome barriers to learning.

HE Reasonable Adjustment Procedure

This sets out the Higher Education Reasonable Adjustment Procedure in line with the Higher Education Reasonable Adjustment Policy.

We are committed to a fair, transparent, accessible, and equitable HE learner journey experience.

13 Procedure

The Reasonable Adjustment Procedure can be initiated at any point throughout your learner journey. Should you require reasonable adjustments to support your studies please contact the Learning Support Leader at tlearningsuppasst@lwc.ac.uk.

This is a confidential process and please refer to the HE Data Protection Policy on how we protect your confidential and personal information.

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13.1 Admissions

You will be encouraged throughout the application process to make a disclosure of any reasonable adjustment needs, or learning challenges, you face.

If you disclose to us that you have a reasonable adjustment need:

- We will refer you to the Learning Support Team and designated staff carrying out the interviews by the Careers, Recruitment and Admissions Team, who will ensure that appropriate support is put in place for interview. This may include differentiation of any assessments which take place.
- Your referral will be made with 2 working days of the application being received by the Careers, Recruitment and Admissions Team.
- The Inclusive Learning Leader will be responsible for ensuring any additional resources or access needs are supported at interview e.g. communicator for hearing impaired learners, induction loops, readers for assessments etc.
- Interviews which require additional support will be offered within 20 working days. If no support is required at interview then the interview will be offered within the standard 15 working days.
- The Careers, Recruitment and Admissions Team will offer you a separate interview with a member of the Inclusive Learning Team to discuss your support needs.
- The Inclusive Learning Leader will be responsible for delegating the briefing of Programme Academic Team on potential support and differentiation to learning and teaching. This may be needed to be discussed with you at interview.
- You will be encouraged to discuss your needs at the interview and where no disclosure has been made you will be provided with the opportunity to do so.

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- Where additional disclosures are made these must be referred by the relevant staff members to Careers, Recruitment and Admissions Team within two working days of the interview. The Careers, Recruitment and Admissions Team will be responsible for logging this disclosure and referring it to the Inclusive Learning Leader within two working days for further assessment of adjustment requirement.

13.2 Assessment

The Inclusive Learning Leader will make an assessment of Reasonable Adjustment which may be required for inclusion in a learning support plan:

- If you have previously had an Education, Health Care Plan (EHCP) please let us know at disclosure.
- The Inclusive Learning Leader will liaise with appropriate external agencies to support the interpretation any external reports in the context of your new learning outcomes.
- A member of the Learning Support Team, identified by the Inclusive Learning Leader, will be responsible for working with you to identify preferred methods of accessing teaching and learning in conjunction with the Programme Academic Team.
- If you identify you have support need that has not previously been identified through an EHCP the Inclusive Learning Leader will liaise with the relevant authorities and appropriate external agencies.

13.3 Teaching & Learning Provision

The Inclusive Learning Leader is responsible for working with The Programme Academic Team to design and deliver learning and teaching which may include reasonable adjustments and demonstrates differentiation to your needs:

- Reasonable adjustments will be put in place within 10 working days of your enrolment at the Institution.

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- The Inclusive Learning Leader will ensure that your learner record reflects the reasonable adjustment put in place to make appropriate claims for Disabled Student Allowance (DSA).
- Reasonable Adjustments may include but are not limited to :
 - a) Support with differentiated materials
 - b) Technological support and specialist software
 - c) Out of class support including study skills workshops
- Where you have examinations, reasonable adjustments will be communicated to the Examinations Team by the Inclusive Learning Leader to ensure these arrangements are in place.

14 Integration

- The Programme Academic Team will support and integrate your teaching and learning. You will be encouraged to participate in all additional activities, enrichment, and extracurricular activities in line with the Reasonable Adjustment Policy.
- Where you are unable to participate in additional activities, enrichment, and extracurricular activities an alternative provision will be designed.

15 Sources of further information

Team	How can they support you?	How can you contact them?
Inclusive Learning Team	Provide advice and guidance for reasonable adjustments	tlearningsuppasst@lcwc.ac.uk or F052
Student Progress and Welfare Coach	Provide pastoral support and guidance	teammentors@lcwc.ac.uk or G36
Curriculum Operational Leader	Listen to your concern and resolve issues with the programme	Please refer to your programme specification

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Programme Leader	Listen to your concern and resolve issues with your programme	Please refer to your programme specification
Programme Academic Team	Listen to your concern and resolve issues with your programme	Please refer to your programme specification

16 Other relevant policies and procedures

- [LCWC HE Admission Policy & Procedure](#)
- [LCWC HE Assessment Policy and Procedure](#)
- [LCWC HE Complaints Policy & Procedure](#)
- [LCWC HE Data Protection Policy](#)
- [LCWC HE Strategy 2023-2025](#)
- [LCWC EDI Strategy 2023-2025](#)
- [LCWC HE Terms and Conditions](#)

17 Any external references

- Equality Act 2010 [Adjustments for disabled persons](#)
- Office for Students [Home - Office for Students](#)
- Office for the Independent Adjudicator [Office of the Independent Adjudicator for Higher Education - OIAHE](#)
- Consumer Rights [Consumer Rights Act 2015 \(legislation.gov.uk\)](#)
- Disabled Students Allowance <https://www.gov.uk/disabled-students-allowance-dsa>
- CMA [Higher education: consumer law advice for providers - GOV.UK \(www.gov.uk\)](#)
- The Consumer Contracts [The Consumer Contracts \(Information, Cancellation and Additional Charges\) Regulations 2013 \(legislation.gov.uk\)](#)

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