



How to access Learning Support Services

You can contact the Head of Learning Services and the Learning Services Team by emailing us at learning.services@allnations.ac.uk

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SECTION 1: SUPPORT AVAILABLE FROM THE COLLEGE

1 Introduction

All Nations Christian College is committed to supporting all students who need extra help with their studies. This may be due to learning in another language, returning to study after a break, or having a long-term health condition, disability, or learning difficulty.

The College's Learning Services Team's role is to support you in your studies. This involves providing:

- Library services
- Technology- enhanced learning resources and programmes
- Study and research skills training and
- Learning support for students with additional needs.

This guide explains **what to do** if you feel that you need extra learning support during your time at All Nations and what type of support may be available to you.



Throughout this guide, very important information is indicated by this symbol. Please read these sections very carefully!

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2 I Need Help! – What Should I Do?

Sometimes students may not realise that they are struggling with their studies until they have been at College for a few weeks or months. Others may have had difficulties in the past and will know before they start their programme that they need extra help. This doesn't matter.

The first thing that you need to do is **tell us** that you need help. This can be the hardest step! **Please don't feel embarrassed about asking for support.** We are here to help you.

If you feel that you need learning support, **please tell** your personal tutor and the Head of Learning Services **as soon as possible.** The sooner you do this, the sooner we can put support in place for you. Once you have done this the [Information and] Learning Services Team can help you get the support that you need.



If you are a new student and have already told us that you need learning support, we will contact you before you start your programme to discuss your needs and how we can help you.

If you haven't told us, or haven't heard from us yet, please notify the Head of Learning Services as soon as possible.

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3 What Will Happen Next?

What happens next depends upon why you need help. The process will be slightly different depending on your situation. Some of the most common situations experienced are explained below. If you don't feel that any of these fit your personal circumstances just let the Learning Services Team know.

I'm not sure why I am struggling, but I am!

The Learning Services Team can talk with you about your concerns. Often our struggles with learning are not related to a disability, long-term health condition and/or learning difficulty – you may just need some extra help. We can give you guidance on how to use the library effectively, plan an assignment, cite sources, or improve your grammar and sentence structure etc. If we feel that there may be a particular reason why you are struggling, we will discuss this with you and propose possible solutions.

I've just returned to study after a break and things are different now!

Returning to study after a break can be quite a challenge. Be encouraged that **things will get easier**, but you may need some support to get back into the rhythm of studying. We can help you by recommending resources and strategies to help you and, if necessary, providing extra support while you adjust to being a student again.

I think I may have a long-term health condition, disability or learning difficulty

If your difficulties studying could be due to an undiagnosed long-term health condition, disability, and/or learning difficulty, we will discuss this with you. We may advise you to see a doctor or to take some self-diagnostic online tests to see if you

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could have a specific difficulty such as dyslexia. If the results of these initial explorations suggest that you may have a particular condition, we will advise you to obtain a formal diagnosis from a medical or educational needs professional so that you can receive the support most appropriate for your needs from us and also from, if eligible, external bodies.. We can help you with arranging this.



Although a small amount of funding may be available from College to assist with these expenses (Section 10), please be aware that **you are responsible for bearing all the** costs involved in getting a formal diagnosis and/or educational needs assessment.

While you are obtaining a diagnosis or educational needs assessment, the Learning Services Team may be able to offer you some interim learning support. This will be based on the information you provide and their experience of supporting other students.



Please be aware that learning support cannot be tailored to your needs effectively, or reasonable adjustments (Section 4) put in place, **unless you provide evidence** that you have a specific health condition, disability or learning difficulty.

Once you have provided evidence of a long-term health condition, disability or learning difficulty, the Learning Services Team will draw up a **Learning Support Plan (LSP)** (Section 4) with you, setting out the support measures available to you. These measures may include making **reasonable adjustments** depending on your particular needs (Section 5).

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If there is **insufficient evidence, or you chose not to obtain an official diagnosis** or assessment, we will discuss with you ways to improve your study skills. We may be able to put other learning support measures in place to help you.



Please be aware that the process of diagnosis, assessing your needs and identifying the best support for you can take several months. The Learning services Team will support you on this journey, and offer whatever help it can within its capacity and experience. However, it is your responsibility to take the lead in seeking a diagnosis and the help that you need.

I have a recognised long-term health condition, disability or learning difficulty

If you have a previously diagnosed long-term health condition disability or learning difficulty, the Learning Services Team will meet with you to discuss your situation and how it may affect your studies. Once you have supplied evidence of your diagnosis, we will draw up a **Learning Support Plan (LSP)** (Section 4) with you, documenting the internal and external support measures available to you. These measures may include making **reasonable adjustments** depending on your particular needs (Section 6).

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4 Learning Support Plans

What it is

A Learning Support Plan is an individually tailored, two-way agreement between a student with additional needs and the College. It records the learning support measures needed to help you meet the learning objectives of your study programme and how they will be implemented. It also sets out your role and responsibilities in ensuring that you make the most of the support available.

When it is needed

A Learning Support Plan will be drawn up once the Learning Services Team has verified that:

1. You need learning support that goes beyond general library and studies skills training.
2. You have provided formal evidence of your health condition, disability or learning difficulty.

Occasionally, an LSP may be drawn up without a formal diagnosis, provided that you are **willing to obtain, or are in the process** of obtaining a formal diagnosis and/or needs assessment.

Your involvement

You will be fully involved in the development of the plan, which will document

- the areas that you find challenging
- any relevant medical or educational history
- the findings of any needs assessment

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- the proposed internal and (if available) external support to be put in place, including any reasonable adjustments and a plan of action
- your responsibilities while accessing this support

Confidentiality

The plan will be confidential to yourself, the Head of Learning Services and the Learning Support Facilitator (see Section 10 for more information on how we will protect your personal data). However, details of the support to be provided may need to be shared (**with your permission**) with other members of staff in order to put the agreed measures in place effectively. This could include other members of the Learning Services Team, your personal tutor, module tutors and/or other staff as appropriate in



Please be aware that the process of assessing your need for support and drawing up a Learning Support Plan that takes into account your personal situation **can take several weeks**. We aim to have the plan in place within 4-6 weeks of you starting your studies if you have supplied evidence of your health condition, disability or learning difficulty during the enrolment process, or 4-6 weeks from the date that you supply the Learning Services Team with the evidence. It is your responsibility to take the lead in seeking a diagnosis and the help that you need.

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5 Internal Learning Support Measures

The learning support measures that College may put in place to help you include:

- Guidance on obtaining diagnoses and educational needs assessments
- Facilitating the implementation of reasonable adjustments
- Help with accessing College facilities and services
- Help with accessing and using library services and learning resources
- One to one study skills tuition e.g. essay writing, presentation skills
- One to one life skills tuition e.g. time management and/or organisational skills
- Advice on using ICT (including assistive technologies)
- Help in relation to the assessment process e.g. guidance on structuring essays reviewing marked work post submission etc. (See also Section 7)
- Proofreading services (pointing out errors but not providing corrections)
- Help with accessing external learning support measures (Section 8)

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6 Reasonable Adjustments

Reasonable Adjustments are the measures that the College puts in place to enable a student with a recognised disability, long-term health condition or learning difficulty to study and access the college's facilities and services **on an equal basis** with their peers in accordance with the Equality Act (2010).

These adjustments need to be **reasonable**. This means that they should be

- Practical
- Achievable
- Appropriate
- Affordable and
- Positive (without having a negative effect on other members of the College community).



Reasonable adjustments are designed to enable you to access your studies and college facilities without being at disadvantage compared to other students. They are not designed to, and cannot enable you to obtain a standard of work that is beyond your capability.

Can reasonable adjustments be put in place if I don't have formal evidence of my health condition, disability or learning difficulty?

Reasonable adjustments may be ineffective if there isn't enough information to effectively assess your learning needs. We need to be sure that support put in place for you is appropriate. The College will do everything that it can to support you without a formal diagnosis. However, these internal learning support measures

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cannot be as comprehensive as the formal reasonable adjustments available to those who have documented evidence of requiring them.

If I have formal evidence of my health condition, disability or learning difficulty, what reasonable adjustments could be put in place for me?

The reasonable adjustments that may be put in place for you depend upon your particular needs and whether or not you are studying or living on campus. These could include:

- Allocation of appropriate, accessible accommodation.
- Putting measures in place to ensure that learning and other key facilities are accessible.
- Providing certain items of furniture and equipment.
- Exemption from certain physical tasks or, for example, 'chores' and 'maintenance'
- Providing a reserved library study desk (term time only)
- Providing extended library loan periods and/ or borrowing allowances.
- Granting permission to record lectures and other classes
- Providing one to one learning support over and above general study skills provision
- Providing learning materials in alternative formats e.g. recordings, and/or reading and course materials in advance of classes
- Providing tuition on using Information and Communications Technologies, including assistive technologies).
- Adjusting assessment procedures (Section 7)

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7 Reasonable Adjustments Related to Assessment

If you have a long-term health condition, disability or learning difficulty you may be eligible for reasonable adjustments in relation to the assessment of your learning.

These adjustments might include

- Being allowed extra time in exams
- Having the services of a scribe in exams
- Having technical support when giving presentations
- Being offered an alternative assignment
- Having staggered deadlines
- Having additional guidance on how to improve spelling and grammar
- Having support in the creation of bibliographies, footnotes and other protocols related to style and citation.



Please be aware that adjustments made in relation to assessments cannot be applied to assignments submitted and marked before your health condition, disability or learning difficulty was recognised by the College.

If you are eligible for reasonable adjustments related to the assessment of your learning the Learning Services Team will guide you through this process.



If you are given permission to have additional time or a scribe for exams, or technical support for presentations, please request these services from the Learning Services team at least one month before the exam/presentation date.

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SECTION 2: SUPPORT AVAILABLE ELSEWHERE (UK students only)

8 Accessing External Learning Support

Additional external learning support may be available to you to supplement the help provided by All Nations. The [Information and] Learning Services Team can advise you on what support may be appropriate for you and help you with your application. Please email learning.services@allnations.ac.uk if you would like to discuss the options available to you.

Disabled Students Allowance (UK students only)

UK students with recognised long-term health conditions, disabilities or learning difficulties that affect their ability to study may be eligible for Disabled Student Allowance (DSA).

DSA funding is designed to cover all or part of the costs of specialist learning support, mentoring, assistive technologies and other essential expenses. In order to qualify

- Have a long-term health condition (including mental health), physical or sensory disability
- Be an undergraduate or postgraduate student (including distance learning)
- Qualify for student finance from the relevant educational funding body
- Be studying on a course that lasts at least a year

If you do not meet these criteria please discuss your learning support needs with the Learning Services Team (learning.services@allnations.ac.uk) who may be able to put alternative learning support measures in place for you or suggest other sources of external help.

If you do meet the criteria and wish to apply for DSA, please follow the following advice for DSA applicants below

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9 Applying for Disabled Student's Allowance (DSA)

1. Start the application process early

- You can apply for DSA either before you begin your programme of study or within nine months of the start of the academic year. We advise you to do this as soon as possible as the application process **can take up to 4 months** to complete.
- We recommend that you apply for Disabled Students' Allowance support **at least five months before** the beginning of your anticipated programme of study so that any support is in place ready for the start of your first term.
- Late applications will affect the level of funding and assistance that you receive as part of the DSA. If you are a late applicant, it may be wise to consider deferring starting your studies until the next academic year so that you get the full benefit of the DSA support available to you.



If you apply for DSA after your programme has begun, we will put interim learning support measures in place while your application is being processed. However, please be aware that College cannot provide the same level of specialist support as a DSA funded study skills tutor or mentor.

- Please keep the Learning Services Team and your programme's Training Administrator updated on the progress of your DSA application.

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2. Follow the application process for your region

The application process varies according to your location and whether or not you are applying for other forms of student finance e.g. a student loan. Please follow the instructions given by your regional authority, available at these web addresses

- England: <https://www.gov.uk/disabled-students-allowances-dsas>
- Scotland: <https://www.saas.gov.uk/>
- Wales: <https://www.studentfinancewales.co.uk/>
- Northern Ireland: <https://www.studentfinancenir.co.uk/>
- Jersey: <https://www.gov.je/Pages/default.aspx>
- Guernsey: <https://www.gov.gg/article/152744/Policies>
- Isle of Man: <https://www.gov.im/student-grants>



If you need help completing the application form or communicating with the DSA Team for your area, please let the Learning Services Team know.

3. Provide evidence in support of your application

- As part of your application, you will need to send medical evidence of a long-term health condition or disability and/or a diagnostic assessment of a learning difficulty. **It is your responsibility** to obtain these from the relevant professionals.



Remember to keep copies of all the evidence you send. Do not send the original documents unless instructed to do so.

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4. DSA Letter of Eligibility

If you are eligible for DSA support you will receive a DSA Letter of Eligibility from your funding provider. In this you will usually be asked to arrange a DSA Needs Assessment.

- Visit the website at <https://www.gov.uk/disabled-students-allowances-assessment-centre> and enter your postcode to find your nearest assessment centre. Then make an appointment to see a needs assessor.
- At your appointment, the assessor will discuss with you how your health condition, disability or learning difficulty affects your study. They may ask you what learning support you have had in the past, and what studies you will be doing. We recommend that you **take** your course information any other **relevant documents** to your appointment.
- The assessor will produce a report recommending the learning support measures and the types of support that you may need. This will be sent to you and also to your funding body for their approval.



It would be very helpful if you would send the Learning Services Team a copy of your Needs Assessment Report as soon as possible. This will enable us to put any urgent internal support measures in place while you are waiting for approval from your funding body.

5. Make arrangements to receive your support and equipment

- When your funding body has agreed with the recommendations you will receive a DSA Letter of Entitlement setting out what support you have been awarded.
- Follow the instructions in your letter to contact suppliers and make arrangements to put in place your support and equipment, including the services of any mentors or specialist study skills tutors.

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- **It is your responsibility** to make all the arrangement for your support. However, please contact the Learning Services Team if you need help to do this.

6. Making the most of your DSA support

Once you have DSA support in place, it is your responsibility to use it to its full benefit.

- If you are given assistive technologies to help you with your studies please make sure that you arrange and **attend the computer training** that is provided.
- **Engage** with any mentor or study skills tutor allocated to help you
 - Attend all sessions, and let them know in advance if you can't make an appointment for any reason.
 - Discuss next term's timetable with them before the end of the previous term so that your appointment time can be changed if necessary.
 - Give them a copy of your current timetable and all assignment deadlines at the start of each term
 - Be honest and open about your concerns and what you find difficult so that they can help you
 - Please be aware that your Study skills tutor or mentor can only liaise with the College at your request and with you present. If you would like a DSA tutor or mentor to be raise any matters with the Learning Services Team **please discuss** this with them so that they can contact us in the most appropriate way.



If you have any concerns about your DSA support services, please contact the Head of Learning Services as soon as possible at learning.services@allnations.ac.uk

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10. Financial Assistance

We may be able to provide you with some limited financial assistance to help towards the costs of taking certain online diagnostic tests having a needs assessment, or obtaining the documentary evidence needed for a DSA application. Applications to this fund are considered on a case by case basis. If successful the approved amount will be deducted from your course tuition fees

If you wish to apply for help, please ask the Programme Training Administrator for a copy of our Learning Support Funding Application form (see example in Appendix 1).

11. Protection of your Personal Data

The College takes your privacy very seriously. Our website provides details of how we collect, use and store information about you securely. (Please see <https://www.allnations.ac.uk/sites/default/files/PDFs/Student%20Privacy%20Notice.pdf>)

Any information about any health condition or disability (learning or otherwise) is considered to be sensitive data and is held even more securely. The Head of Learning Services stores any records relating to learning support needs securely and they are only shared with others on a need-to-know basis and with your permission.

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12. Learning Support Fund Application Form

LEARNING SUPPORT FUND APPLICATION FORM FOR HELP TOWARDS DIAGNOSTIC, ASSESSMENT OR DSA EVIDENCE COSTS

How applications are considered

Applications to the Learning Support fund are considered on a case by case basis and, if successful, deducted from your course tuition fees. If you are eligible and wish to apply for this award, please complete this form and return it to the Course Administrator of your course.

Eligibility Requirements

To be eligible to apply you must:

1. Have a registered place (i.e. paid your deposit) on either an Undergraduate or Postgraduate Course at All Nations Christian College; and
2. Have a receipt for obtaining documentary evidence to support your DSA application to facilitate studying at All Nations Christian College. This could have been for either a medical diagnosis or a learning assessment from a professional body; and
3. Have already checked that you are eligible for DSA according to the government website: <https://www.gov.uk/disabled-students-allowances-dsas>

Application Form

Please see next page

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**ALL NATIONS CHRISTIAN COLLEGE
LEARNING SUPPORT FUND APPLICATION FORM**

Name:

Date of Birth:

Programme of Study:

Programme of Study Start Date:

Date Programme Deposit Paid:

Amount Claimed (i.e. Cost of Medical or Learning Assessment/Diagnosis): £

Proof of Payment attached: Yes /No

If you wish the College to put in place reasonable adjustments to facilitate your studies, state your medical condition and/or learning difficulty below and the nature of adjustments required (if known):

OFFICIAL USE ONLY:

DSA Application proof of submission

Amount granted, if any

£

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