

# HE Support Policy & Procedure

## 1. Scope and Purpose

- 1.1. Loughborough College Group is an inclusive learning institution and welcomes diversity of its learners in age, ethnicity, and level of achievement, support need, experience and ability. We are committed to making reasonable adjustments and offering additional support to ensure that learners with an identified need following an evidence-based assessment, who may otherwise be disadvantaged due to learning difficulties and disabilities and medical conditions, including mental health, have an equal chance of completing their programme of learning and achieving successful outcomes.
- 1.2. This policy sets out how Loughborough College Group will comply with the non-medical helper framework to deliver DSA (Disabled Students Allowance) support to students studying on Higher Education programmes that have a:
  - Long-term health condition
  - Mental health condition
  - Disability or
  - Specific learning difficulty, e.g. dyslexia
- 1.3. This policy is applicable to students that are eligible for DSA (Disabled Students Allowance) on our Higher Education courses, setting out the standards of support required, what students can expect from Loughborough College Group and their own responsibilities within.
- 1.4. References to the Group or College refer to all parts of the group.

## 2. Policy Statement

- 2.1. Loughborough College Group is committed to providing fair, accessible, and timely support for all HE students. This policy ensures that academic, personal, and wellbeing support is delivered consistently and confidentially, enabling students to achieve their full potential.

Name:	HE Support Policy & Procedure	Owner:	Higher Education
Document Reference:	HE-PCG-017	Last Review:	September 2025
Version:	1.0	Next Review:	September 2026

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### 3. Impact Assessments


- 3.1. This policy/procedure has undergone an impact assessment process during review to ensure that any foreseeable risks and implications have been appropriately considered.
- 3.2. Equal Opportunities: The policy has been reviewed to uphold principles of equality and non-discrimination in accordance with equal opportunities legislation, ensuring fair treatment for all individuals.
- 3.3. Data Protection: All personal data processing activities governed by this policy have been assessed for risk and are fully compliant with current data protection laws. Privacy-by-design has been embedded as a core approach, with safeguards implemented to protect data subjects.
- 3.4. Safeguarding, Health & Safety, and Environmental Sustainability: Relevant aspects of safeguarding, health and safety, and environmental sustainability have been impact assessed to support a secure, inclusive, and responsible working and learning environments for all.

### 4. DSA Support Process

- 4.1. Any student that has a disability or specific learning difficulty (such as dyslexia) and who requires support during their studies will need to apply for DSA (Disabled Students Allowance) if they are eligible. The eligibility criteria are defined under the Equality Act 2010 and can be found [here](#). The support a student may be eligible for is dependent on individual needs and not household income. Support is not means tested and the cost associated with this is not repaid.
- 4.2. Once a student has applied for DSA and provided supporting evidence, if eligible, they will receive a DSA1 letter which confirms their eligibility. The student will be asked to contact a needs assessment provider as detailed on the letter to arrange an assessment. This can take place face to face or remotely. The assessment will explore learning needs and barriers to learning. A copy of this report along with recommended support will be provided to the student and SFE. With the student's consent, a copy will also be sent to the higher education provider.
- 4.3. Following the DSA (Disabled Students Allowance) assessment, an approval letter called DSA2 will be issued outlining the support available to the student and who the provider of the support is. The student must make contact with individual providers as detailed on the letter. Providers of support will not contact the student.
- 4.4. The College's named provider for DSA support is the Learning Support Centre. Should a student wish to change their named provider for DSA support to another provider, they can contact SFE directly requesting this change and the reason for this. Guidance on how

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to do this can be sought from Student Finance England (please see the useful contacts section 7)

4.5. Once the College have received a copy of the DSA2 Letter and the needs assessment a member of the Higher Education Welfare Team will contact the student to notify them that this has been received and to confirm or discuss as appropriate any exam arrangements. Students will have the opportunity to arrange a meeting to discuss this if required.

4.6. There may be occasions when the College does not receive a copy of the needs assessment report or DSA2 letter. If this is the case, the College are unable to put in place exam arrangements. Therefore, students are asked to email [support@loucoll.ac.uk](mailto:support@loucoll.ac.uk) if they have not received any communication from the college regarding their DSA or if they have any queries in relation to this.

## **5. Complaints**

5.1. If a student finds that the support received from the College has at any time been less than satisfactory, the college Complaints procedure can be followed. This can be found on the College website.

## **6. Staff Delivery**

6.1. Loughborough College Group complies with the Non-Medical Helper Framework and publishes its fees for support on the Loughborough College Group website for support in bands 1-4. The Learning Support team supply the Non-Medical Helper registration framework with details of staff qualifications and training which enables the college to deliver this support.

6.2. Where the College may employ new members of staff that will be delivering support to higher education students, the college will update the non-medical helper Framework within 10 working days of their employment to ensure they are registered.

## **7. Further Guidance and useful contacts**

7.1. Further guidance can be found here:

- [Disabled Student Allowance](#)
- [Student Finance England](#)
- [The Student Room](#)

## **8. Location and Access**

8.1. This document can be found here:

- The Loughborough College Group's Website

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- The Loughborough College Group's SharePoint

## 9. Linked Policies and Procedures

9.1. You may wish to view the following policies:

- Complaints Policy

## 10. Change Log

Date	Version	Details of Change	Reviewer	Reviewer Title

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