

# ASSISTANCE DOG POLICY

- 1 The University of Law's Student Preparation, Attendance & Online Submission Policy has been informed by the Quality Assurance Agency's Quality Code for Higher Education, specifically the Advice and Guidance for Enabling Student Achievement. The QAA's Quality Code is the definitive reference point for all UK higher education institutions and sets out how academic standards are established and maintained and how the quality of learning opportunities are assured and enhanced. This policy sits within the University's Quality and Standards Code which provides a suite of policies and supporting protocols designed to safeguard the academic standards of the University and to assure the quality of learning opportunities offered; this policy should therefore be read in conjunction with other relevant policies within the code.

### **Introduction**

- 2 This policy has been developed as part of the commitment of the University to provide a supportive learning environment in which encouragement is given to all students to develop their knowledge, skills and competencies. This policy sets out the scope of the University's Assistance Dog policy.

### **Responsibility for this policy**

- 3 Ultimate responsibility for the development of clear and effective processes and procedures associated with the maintenance of standards and quality assurance of academic provision and overseeing their application lies with the Academic Board.

### **Expectation**

- 4 The University has in place, monitors and evaluates arrangements and resources which enable students to develop their academic, personal and professional potential.

### **Key aims and principles**

- 5 The University provides high quality training for all who seek access to its courses. In accordance with its Diversity Policy, the University is committed to facilitating access to students who have support needs by reasons of disability as defined by the Equality Act 2010, specific learning difficulties or other illnesses or conditions.
- 6 The University takes seriously its obligation to provide an equitable environment for all its students. The University also complies with its professional obligation to provide vocational training such that students successfully completing its courses must meet the appropriate standards required by the relevant professional bodies and the learning outcomes of the courses.

- 7 The University avoids the creation of unnecessary barriers for those with a disability or learning difficulty by making anticipatory adjustments to its provisions wherever possible. This is achieved by building flexibility into the processes of course design and the management and scheduling of assessments, as far as is consistent with the maintenance of standards and fairness. The goal is to increase accessibility for all.
- 8 All personal information disclosed by students in their application or registration forms is treated as confidential to the University. Information disclosed on application becomes part of the electronic student record. Effective support and sometimes health and safety issues necessitate disclosure of arrangements to key staff and the provision by the student of appropriate reports and evidence.
- 9 Students are advised of the uses of their data.
- 10 The University is only obliged to provide 'reasonable adjustments' for students in accordance with the requirements of the Equality Act 2010. Where proposed adjustments fall outside of these requirements The University will do its best to assist students. However, there is no legal obligation to do so and any assistance provided will be provided on a discretionary basis and without prejudice to the University's legal position.

## Provisions

- 11 Assistance Dogs are defined as Guide Dogs, Hearing Dogs, and Support Dogs/Dogs for the Disabled and Seizure Dogs. **The dog must be** fully trained and accredited by an organisation which has membership of Assistance Dogs International (ADI) and/or the International Guide Dog Federation (IGDF). Therefore, the University reserves the right to refuse access to an animal if it is not accredited by ADI or IGDF.
- 12 The Disability Support Service will request evidence that the dog is registered with one of the above organisations and will advise that dogs should be suitably identifiable via branded jackets or lead slips
- 13 The University is committed to facilitating a welcoming and safe environment for Assistance Dogs and their owners.
- 14 The University will provide Spending Pens for Assistance Dogs to use the toilet; a roof and water facilities will be provided where possible. Bins for dog refuse and cleaning of the pen will be provided. Please contact [disabilitysupportservice@law.ac.uk](mailto:disabilitysupportservice@law.ac.uk) for details of Spend Pen provision.
- 15 The University will provide water bowls for the Assistance Dog.

- 16 The University will provide information for staff and students outlining how to interact with the Assistance Dog and their owner (as set out below).
- 17 The University's Disability Support Service will ensure teaching staff and students are aware of the Assistance Dog by providing this policy including details of how to interact with the Assistance Dog, section 20 below.
- 18 The Disability Support Service will put in place a Personal Emergency Evacuation Plan PEEP; the student must liaise with Facilities to ensure they understand the PEEP.

### **Other students/staff and the Assistance Dog**

- 19 Allergies and fear of dogs are not valid reasons for denying access or refusing access and services to Assistance Dogs.
- 20 When interacting with Assistance Dogs or with people who have Assistance Dogs, students and staff should adopt the following conduct:
  - 20.1 Talk to the owner, not the Assistance Dog;
  - 20.2 Please do not call the Assistance Dog. The Assistance Dog is used to working for the disabled owner. If it is responding to you, it is no longer focused on their needs but on you;
  - 20.3 Please refrain from touching the Assistance Dog without gaining permission from the owner;
  - 20.4 Please do not give the Assistance Dog praise or use a sweet voice. These are highly trained Dogs and it is confusing for them to be praised without cause. Please leave the praise to their owner;
  - 20.5 If the owner does not want to discuss their Assistance Dog with you or asks you to stop talking to/touching the Dog, please respect their wishes;
  - 20.6 Never feed the Assistance Dog.

### **The Owner**

- 21 The University is committed to ensuring a safe and productive environment for all students. Assistance Dog owners must ensure:
  - 21.1 The Assistance Dog is kept on a lead at all times when walking around the University premises;
  - 21.2 Assistance Dogs are taken to the Spending Pens provided by the University and are not allowed to foul the University paths or grounds;
  - 21.3 The Assistance Dog behaves in an appropriate manner at all times and does not disrupt others.

### **Complaints**

- 22 Complaints from Assistance Dog users about their experience should in the first instance be raised with the Disability Support Service, which will attempt to informally resolve the matter by liaising with the relevant departments. If the matter cannot be suitably resolved it can be escalated via the formal complaints procedure.
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- 23 Complaints about Assistance Dogs/others should initially be raised with the Disability Support Service in seeking a resolution. The complainant also has the right to escalate the concern via the formal complaints procedure.

### Responsibility for the provision

- 24 Responsibility for the implementation of this provision lies with the University's Operations Function.

### Monitoring and evaluation of the provision

- 25 Responsibility for reviewing and evaluating the effectiveness of Assistance Dog Policy lies initially with the Disability Support Service. Formal responsibility for monitoring and evaluation of this provision lies with the Academic Board.

### Version history

Version	Amended by	Revision summary	Date
V1.0	Disability Support Service Manager	Initial drafting	20/06/2016
V1.1	Legal Team	QA group	29/06/2016
V2.0	Disability Support Service Manager	Review and update	20/12/2018
V2.1	Disability Support Service Manager	Minor amends following review by Head of Student Support Services	20/12/2018
V2.1		Approved by Academic Board	14/02/19
V2.2	Registry Officer	Change to coding convention	23/03/20
V2.3	Senior Quality Officer	Further naming convention clarifications	26/03/20