



University of
Salford
MANCHESTER

Recommended Support Strategy Appeals Procedure

Version Number 1.0

Effective from 3 November 2016

**Authors: Disability and Learner Support Manager/Quality and
Enhancement Manager**

Disability and Learner Support/Quality and Enhancement Office

1.0 Purpose

The University has a legal duty under the Equality Act 2010 to provide reasonable adjustments for disabled students to ensure that disabled students are not disadvantaged whilst studying.

Where appropriate, a student with a Reasonable Adjustment Plan may be issued with an accompanying Statement of Recommended Support Strategies (SRSS). Where a student feels that the SRSS does not meet their needs, they may submit an appeal against the SRSS. Similarly, where a student requests a support strategy be provided via an SRSS and the University does not consider it to be a reasonable request, or where the University considers the request to be reasonable, but it is deemed that the reasonable adjustment should be funded through an external source as an exceptional case, the student may also submit an appeal. This procedure explains the process to follow to submit an appeal.

2.0 Scope

The Procedure applies to all students registered at the University of Salford including those following University of Salford programmes at collaborative partner institutions.

Students can give authority for a third party to pursue an appeal on their behalf; in this case students should complete a [third party consent form](#) and return it to Disability and Learner Support.

Where appeals are deemed to lack grounds or be presented solely to cause nuisance, consideration of an appeal may be terminated. In addition, where students or their representatives are aggressive or offensive, consideration of appeals may also be terminated. Where such instances arise, the student or their representative will be advised of the reason for terminating the appeal review.

Appeals which have already been considered will not be reviewed again; however, if a student's condition changes, they should meet with their Disability Adviser to discuss if their support needs require further review.

The University aims to deal with all appeals in a confidential, sensitive and timely manner.

Students who require a copy of this Procedure in an alternative format should contact Disability and Learner Support.

Contact details for Disability and Learner Support are:

askUS
Disability and Learner Support
University House
University of Salford
Salford M5 4WT
Disability@salford.ac.uk
0161 295 0023

3.0 Procedure

Upon receipt of a Needs Assessment Report undertaken by an independent assessment centre or an Assessment of Need undertaken by the University of Salford for students who do not meet the DSA eligibility criteria, the University will, in discussion with the student, consider appropriate reasonable adjustments. Wherever possible and appropriate, the student's requirements will be met through the Inclusive and Accessible Teaching Framework. Where

the student's needs cannot be met solely through the Framework then additional reasonable adjustments may be considered on an individual basis. The reasonable adjustments will be documented in a Reasonable Adjustment Plan (RAP).

Where the student's support requirements cannot be met solely through the Framework or additional reasonable adjustments, as documented in a RAP, then further support strategies may be considered in the form of human support or equipment. The recommended support strategies will be outlined within a Statement of Recommended Support Strategies (SRSS) which will accompany the RAP. It is this aspect of the adjustments which is to be covered under this procedure. The support strategies will be considered in line with the approved University of Salford offer of support.

The student will be asked to confirm that the Statement of Recommended Support Strategies (SRSS) meets their needs. If the student confirms that the Statement meets their needs, then no further action will be necessary and the offer of support outlined in the SRSS will be put in place.

If the student does not agree with the recommended support strategies the student can use the following appeals procedure.

3.1 Informal Stage (Stage 1)

Initially the student should advise their Disability Adviser of any concerns relating to the support detailed in the Statement of Recommended Support Strategies within 5 working days of receiving their confirmed SRSS. Upon receipt of any concerns, the Disability Adviser should review the student's concerns. Following review, the Disability Adviser will either update the Recommended Statement of Support Strategies or advise the student in writing of the reasons why the Statement of Recommended Support Strategies cannot be amended. The Disability Adviser should aim to conduct the review within 10 working days of notification of the student's concerns.

3.2 Formal Stage (Stage 2)

If the student still has concerns about their support following the stage 1 review, they may submit a request for a stage 2 review within 10 working days of receipt of the stage 1 outcome. This involves completion of a [stage 2 Statement of Recommended Support Strategies Appeal Form](#). The student should specify which decision the appeal relates to and why the student wishes to appeal against this decision. Any relevant information or evidence also should be included. The completed form should be sent to Disability and Learner Support.

Upon receipt, the form will be reviewed by the Disability and Learning Support Manager (or nominee). The case should be considered by someone who has not been involved with the stage 1 review.

If the case put forward by the student is unclear or if additional information is required, the Disability and Learner Support Manager (or nominee) may request additional information or arrange to meet with the student. Where practical and possible, the Disability and Learner Support Manager will reach a decision on the case within 10 working days. If the decision reached is that additional or alternative support strategies should be put in place, the Statement will be updated and the student advised accordingly. If the decision reached is that it is not appropriate for additional or alternative support strategies to be put in place, the student will be advised of the reason for this in writing.

3.3 Review Stage (Stage 3)

If, following receipt of the decision reached by the Disability and Learner Support Manager, the student is dissatisfied, they may request a final review against the decision reached at stage 2.

A request for a review of the stage 2 decision must be submitted within 10 working days of receipt of the stage 2 decision. Requests at this point can only be submitted on one or more of the following grounds:

1. that new information is now available which the student could not have provided at previous stages;
2. that there has been a procedural irregularity at previous stages;
3. that the Disability and Learner Support Manager (or nominee) has reached a decision which is manifestly unreasonable in assessing a student's support entitlement.

A student must complete a [stage 3 Statement of Recommended Support Strategies Appeal Form](#) and provide any relevant evidence. When completing and submitting the form, the student must:

1. specify which of the permitted grounds the appeal relates to (see above);
2. state clearly the decision against which the appeal relates to;
3. state clearly the case for the appeal;
4. provide any appropriate evidence to support the appeal.

The completed form should be submitted to Disability and Learner Support.

An appeal must be submitted within 5 working days of receiving the decision at stage 2 from the Disability and Learner Support Manager.

The stage 3 request will be considered by the Associate Director of Student Experience and Support (or nominee) in conjunction with another independent senior member of staff who is not a member of student's School. The stage 3 request should not be considered by anyone involved at any previous stage of consideration.

The stage 3 request should be considered, normally within 10 working days of submission and a written response provided to the student. If the student's request is accepted, then the student's Statement of Recommended Support Strategies will be updated. If the request is rejected, the letter to the student will explain the reason for this and constitute a 'completion of procedures' letter advising the student that all internal University procedures in relation to their request have been completed.

3.4 External Review

If, on receipt of a 'Completion of Procedures' letter, a student is still dissatisfied, they may request a review through the [Office of the Independent Adjudicator for Higher Education](#). This will require completion of an OIA scheme application form upon receipt of the 'Completion of Procedures' letter. The scheme application form must be submitted within twelve months of the date that the Completion of Procedures letter was issued. The OIA website provides further information regarding the scheme and its eligibility criteria.

3.5 Information Which Applies to All Stages of the Procedure

Requests at any stage of the Procedure may be rejected if:

1. Requests are submitted outside relevant timescales stated in the Procedure. In exceptional cases where a student has been able to provide good reason for a late submission, late requests may be considered;
2. An outcome has been requested which is not possible through the Procedure (e.g. a request for a support strategy which was not identified during the needs assessment process);
3. Appropriate evidence or information has not been provided.

If there are any delays in considering appeal, the student should be notified and a reason for the delay provided.

3.6 Independent Advice

Independent advice about the appeals process is available to students through the Students' Union Advice Centre.

3.7 Overview and Monitoring

Disability and Learner Support shall compile an annual management report summarising cases considered through the Procedure and an anonymised profile of students using the Procedure for the Student Experience, Learning, Teaching and Enhancement Committee.

4.0 Related Documentation

The following documents can be found on the University Policy & Procedure pages <http://www.salford.ac.uk/policies> or under 'P' via the Staff Channel A-Z index.

- Meeting the Needs of Disabled Students Policy (Equality & Diversity Policy area)

5.0 Appendices

Appendix A: Flowchart of appeals process

Review Process



Document Control Information			
Revision History incl. Authorisation: (most recent first)			
Author	Summary of changes	Version	Authorised & Date
DP/AC	The Procedure has been developed due to changes in funding arrangements for disabled students.	V1.0	SELTEC (26 Oct 2016) and subsequent Chair's action (3 November 2016).
Policy Management and Responsibilities:			
Owner:	This Policy is issued by the Associate Director of Student Experience and Support who has the authority to issue and communicate policy on Recommended Support Strategies and has delegated day to day management and communication of the policy to the Disability and Learner Support Manager.		
Others with responsibilities (please specify):	All subjects of the Policy will be responsible for engaging with and adhering to this policy.		
Author to complete formal assessment with the following advisory teams:			
Equality Analysis (E&D, HR) Equality Assessment form	1. <i>This is mandatory. EA completed Oct 2016 and submitted to Equality Adviser 28/11/16.</i>		
Legal implications (LPG)	2. <i>N/A</i>		
Information Governance (LPG)	3. <i>N/A</i>		
Student facing procedures (QEO)	4. <i>QEO has been involved in development of the procedure.</i>		
UKVI Compliance (Student Admin)	5. <i>N/A</i>		
Consultation:			
Staff Trades Unions via HR Students via USSU Relevant external bodies (specify)	1. <i>N/A</i>		
Review:			
Review due:	2017/18		
Document location:	University Policy & Procedure Pages (Academic Governance / Equality & Diversity)		
http://www.salford.ac.uk/policies			
The owner and author are responsible for publicising this policy document.			