



Inclusion and Disability Statement

2008 – 2009

“to enable our learners to be successful through lifelong learning putting them at the heart of everything we do”

Bicton College

www.bicton.ac.uk

01395 562300

East Budleigh, Budleigh Salterton, Devon EX9 7BY



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Section 4

What are my rights?

1. Is Bicton right for me?

If you are thinking about applying for a course at Bicton, the first thing to do is arrange to come and see the College on a Course Advice or Open day.

Details of all courses and Course Advice or Open day dates are in our prospectus or on our website www.bicton.ac.uk

Alternatively you can contact Customer Services on 01395 562400.

The College encourages applicants and learners to inform the College at the earliest opportunity of any disabilities or difficulties that they have. Please let us know if you require special arrangements for your visit, such as ground floor location or a BSL communicator.

There are allocated car parking spaces for visitors with disabilities.

Please let us know if you need to be met at your car by a member of college staff.

Course Advice Afternoons and Open Days give you the chance to have a look at the areas of the College. A tour around the campus will show you what facilities exist and highlight any difficulties that may need to be overcome.

You will be able to meet Course Tutors and other staff to discuss any specific support you may require – you may find it useful to prepare a list of questions to bring with you. Application forms also have a space for you to identify any special requirements, including any support needs. The sooner we know about the support you need, the better we are able to provide for your needs.

Wherever possible and practical we will make “reasonable adjustments” to enable you to follow the study programme of your choice. Where this is not possible we will explain the reasons for our decision and refer you to appropriate alternative provision or to an advice and guidance service.

2. What is Access like?

The College is committed to providing excellent access to all areas of its buildings and aims to make new buildings fully accessible.

For many people Bicton's appeal lies in its historical background and old buildings. These buildings do not always have easy access for people with mobility difficulties. However, should you experience difficulties with some areas of the campus please let us know. We will do our best to provide an accessible learning environment for you.

Our Learning Resource Centre is fully accessible. Here you will find the Welfare and Learner Support teams, Library, I.T. Centre and I.T. Support and Careers and Connexions advisors.

This building also houses a shop, snack bar, gym and social area.

Most of our courses have a large practical content, so it is vital that you talk to a Course Tutor when considering a course at Bicton. You can then find out about the places you will be working in - the farm, workshops, swimming pool, animal care centre etc – and any access issues that may need to be addressed.

The newest accommodation blocks provide en – suite rooms with facilities for residents with disabilities. You will be able to visit the accommodation blocks, Learning Resource Centre, restaurant, social areas and teaching rooms to check that you are able to gain the access you need to participate fully in your course and college life.

3. Who can help me?

We will always do our best to help you find out everything you need to know about coming to Bicton. The next few sections will tell you who to contact to discuss different living and studying at Bicton.

Customer Services

01395 562400

- Copies of the prospectus
- Information about courses
- Arranging an interview/visit
- Application forms
- Transport – General Enquiries

Skills for Life and Learner Support

01395 562406

If you believe that you may require study support, it is best to arrange this before you start your course. Support provided will depend on your individual needs.

If there is any information about your difficulty, special requirements or disability that you feel your tutors or welfare staff ought to know about, let us know as soon as possible.

These are some of the ways we can help you:

- Specialist Staff
- Additional teaching
- Development of literacy, numeracy, I.T. and study skills
- Provision of equipment and aids
- Counselling
- Special arrangements to support you in your exams
- Support in lectures
- Counselling
- Links with external agencies such as Community Services or Health Trusts.

Welfare Services

01395 562320

For advice and guidance about all aspects of residential life at Bicton:

- Medical provision /first aid
- Dietary needs
- Welfare

3. Who can help me? – continued

Careers/ Connexions

01395 562333

Careers and progression advice is available. Appointments may be made at the library where you will also find a wide range of resources linked to careers and progression.

Personal, Course and Study Support Tutors may also discuss career options with you.

Accommodation

01395 562335

You can find out about accommodation arrangements such as facilities, accessibility, services included in your accommodation costs and availability.

Finance

01395 562389

For all enquiries about costs directly linked to your programme of study

- Tuition fees
- Additional qualifications
- Exam fees
- Accommodation costs

Funding and Transport Support

01395 562393

You need to check at your initial interview if you are eligible for support with funding. You can arrange to meet the funding officer who will explain how you can access any support funds. The funding officer will also help you look for sources of funding and to complete application forms for grants and bursaries

- Learner Support Funds
- EMA (Educational Maintenance Allowance)
- ALG (Adult Learning Grant)
- Benefits
- Sponsorship
- Welfare Fund
- Access To Learning Funds – Higher Education

3. Who can help me? – continued

Disabled Student Allowance

01395 562406

If you are studying a Foundation Degree programme and you have a learning difficulty and/ or disability you may be entitled to a Disabled Student Allowance. This is an allowance that covers the cost of specialist equipment, such as I.T and related software, study support or support with accessing the course. This is not a loan.

Other Sources of Funding

SKILL is an organisation supporting people with disabilities. They are worth contacting for information on charities and grant making trusts.

SKILL

www.skill.org.uk

Chapter House

18- 20 Crucifix Lane

London SE1 3JW

Free Help line - Minicom /phone; 08003285050

Email – info@skill.org.uk

Tutors

01395 562300 – ask for the Head of Department

Every student has a Personal Tutor and he or she will be your first point of contact if you have a problem. All our staff are committed to providing equality of opportunity throughout the college.

Supported Learning – pre Foundation Course

01395 562406 or 562423

This programme is designed to help students develop basic skills in literacy and numeracy, as well as a range of practical skills and knowledge, and the development of personal and social skills.

The programme is specifically designed to encourage students to develop independent learning skills at your own pace and, as such, the length of the course will be dependant upon each student's achievements.

4. What are my rights?

“What can I do if I am not satisfied with the support provided?”

If you are having any difficulties getting appropriate support or if you are not happy with the support provided, we would like you to give us the opportunity to put things right so please talk to your Tutor or the Learner Support Coordinator

If there is something about the College that you are unhappy with we would encourage you to use our complaints procedure. You can make a complaint in person, in writing or over the telephone. If a written complaint is difficult for you, you may wish to consider:

- use of a friend or colleague
- signed communication
- Braille or large print
- Tape

You may also ask for the matter to be referred to the Quality System Manager who can be contacted by writing, or telephoning 01395 562367

What we will do to help

- We will do everything that we can to resolve your complaint
- We aim to acknowledge receipt of your complaint within 3 working days and to deal with your complaint within 10 working days
- Some complaints especially if they are complex may take longer. If it is going to take longer than 10 working days we will let you know and keep you informed of progress.

Your rights as a student at Bicton are set out in the Student Handbook. The Learner Support and Equality and Diversity Policies also detail the nature and extent of support that you can expect to receive.

We are here to help you

This booklet will be reviewed every year.
Lydia Cherrett
Learner Support Coordinator
01395 562406.
LMCherrett@bicton.ac.uk

Bicton College would welcome any feedback you have on our
Inclusion and Disability Statement.

The Disability Statement may be requested in the following formats:

- Printed copy or Large Print
- Computer Disk
- Audio Cassette
- Braille
- Video with BSL