



Student Wellbeing Support and Disability Policy

September 2025

Scope	All staff, students, and prospective students
OFS Condition	B2
Strategic Plan	Pillar 2
Access:	Public

Version 1.1
Approved by the Board of Governors

1. Purpose and Scope

1.1 The purpose of this policy is to ensure that all students of UK Business College (UKBC) receive appropriate advice, guidance, and support to enable them to thrive academically and personally.

1.2 This policy outlines UKBC's commitment to creating an inclusive learning and teaching environment that actively promotes wellbeing, equality of opportunity, and support for students with disabilities or additional learning needs.

1.3 The policy applies to all enrolled and prospective students across UKBC campuses and delivery sites, including students studying via collaborative or online provision.

1.4 This policy is underpinned by the following key legislation and regulatory frameworks:

- Equality Act 2010
- Higher Education and Research Act 2017 (HERA)
- Office for Students (OfS) Regulatory Framework (2022)
- QAA UK Quality Code for Higher Education – Core and Common Practices
- Data Protection Act 2018 and UK General Data Protection Regulation (GDPR)
- Public Sector Equality Duty (2011)
- Supporting Disabled Students in Higher Education (OfS, 2023)

2. Policy Statement

2.1 UK Business College is committed to ensuring that all students, regardless of background or personal circumstances, are supported to achieve successful academic and professional outcomes.

2.2 The College will:

- Provide equitable access to learning opportunities for all students;
- Make reasonable adjustments for students with disabilities;
- Promote mental health and wellbeing through preventative, supportive, and responsive measures;
- Provide confidential, impartial, and professional advice to students facing difficulties;
- Work in partnership with external agencies where appropriate to support students' welfare;
- Review and enhance support mechanisms to ensure continuous improvement.

3. Student Support and Wellbeing Services

3.1 The Student Support Team provides confidential, impartial guidance to students experiencing personal, financial, or wellbeing-related challenges.

3.2 The service aims to:

- Promote an inclusive, learner-centred environment;
- Support students in balancing study with work, caring, or family responsibilities;
- Assist with personal challenges that may impact learning;
- Encourage early engagement with support services to prevent escalation of issues;
- Signpost to external professional or charitable support organisations when required.

3.3 More specifically, this includes the following:

- Provide confidential, impartial service and will not make any judgments based on behaviour, lifestyle or personal circumstances. This includes one-to-one support, available in-person and/or virtual, on personal issues impacting studies.
- Offer impartial and confidential advice on the completion of related forms applicable to Student Support.
- Guide and advise pregnant students about the maternity plan and the support available for pregnant students. *Please also see the Pregnant Students and Students with Very Young Children Policy.*
- Provide information on areas such as attendance, results, student status, semester dates.
- Ensure students are aware of the limits of the service and are appropriately supported within these limits.
- Work with individuals to determine the options available which will allow the student to make informed choices and decisions.
- Assist with enquiries about course changes or other academic issues such as assignments, exams, appeals and complaints.
- Referral to Academic Support where applicable.
- Work with appropriate external agencies (including charities) to ensure the student has the best level of support available.

3.4 The College also provides access to:

- A multi-faith prayer and reflection space;
- Mental health awareness and wellbeing initiatives, including a designated student wellbeing space.
- Trained Student Support Officers who act as first points of contact for all wellbeing matters.
- A dedicated Personal Academic Tutor (PAT).

4. Support for Disabled Students

4.1 UKBC promotes equality of opportunity for disabled students and ensures that no student is placed at a disadvantage as a result of disability or long-term health condition.

4.2 Under the Equality Act 2010, a person is considered disabled if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. This includes (but is not limited to) specific learning differences, long-term medical conditions, mental health conditions, sensory impairments, and neurodivergent conditions such as autism or ADHD.

At the Admissions Stage

4.3 UKBC welcomes applications from all prospective students and encourages disclosure of disabilities or additional learning needs at the point of application.

4.4 Information disclosed is treated confidentially and used solely to determine and implement reasonable adjustments.

4.5 The Student Support Disability Officer will contact applicants who disclose a disability to discuss individual requirements and appropriate support arrangements.

4.6 Applicants may be asked to provide supporting evidence from a suitably qualified professional to confirm the nature of the condition and recommended adjustments.

4.7 Where UKBC is unable to provide an adequate level of support or access, this will be discussed openly with the applicant, and alternative options will be explored. Such cases are expected to be rare.

4.8 UKBC will make all reasonable adjustments in readiness for the start of the course to ensure accessibility and a successful learning experience.

4.9 The Student Support Team will guide eligible students in applying for the Disabled Students' Allowance (DSA) and assist throughout the process.

During Study

4.10 The Student Support and Registry Team maintains a confidential register of students who have declared disabilities or support needs, in accordance with UK GDPR.

4.11 Information from this register is shared with academic and administrative staff strictly on a 'need to know' basis to ensure appropriate adjustments are made.

4.12 Reasonable adjustments may include (but are not limited to):

- Alternative assessment arrangements;
- Access to assistive technology;
- Extended library loans;
- Accessible teaching materials;

- Room allocations and seating arrangements.

4.13 Students who declare a disability after enrolment will be supported as soon as possible once disclosure is made.

4.14 Student Support will provide information to assessment and mitigating circumstances panels, ensuring that any disability-related factors are properly considered.

4.15 For students with specific learning differences (e.g., dyslexia), a diagnostic report from a qualified assessor is required. Students without an existing report will be supported to obtain one and guided regarding potential costs or DSA funding routes.

5. Confidentiality and Data Protection

5.1 All personal information shared with Student Support is handled in compliance with the UK GDPR and Data Protection Act 2018.

5.2 Information will only be shared with relevant staff on a need-to-know basis and with the student's consent, except where there are overriding safeguarding or legal obligations (e.g., risk of harm to self or others, child protection, public health).

5.3 Students will be informed about why and with whom information is shared and supported to make informed decisions about disclosure.

6. Complaints

6.1 Students who wish to raise a concern or complaint about any aspect of the College's support services should refer to the Student Complaints Policy.

6.2 Student Support Officers can provide assistance and guidance in navigating the complaints process.

7. Monitoring, Evaluation, and Review

7.1 UKBC will monitor the effectiveness of its wellbeing and disability support provision through:

- Student feedback and engagement surveys;
- Analysis of progression, attainment, and satisfaction data;
- Annual Equality and Diversity reports;
- Regular review by the relevant governance committees, such as Academic Board.

7.2 Data from monitoring processes will inform annual updates to the College's Access and Participation statement and related equality objectives.

7.3 This policy will be formally reviewed annually or sooner if required by changes to legislation or regulatory frameworks.

Document Information	
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Owners:	Student Support Lead