



## **Assistance Dogs Policy**

### **1. Introduction**

- 1.1 Reaseheath College and University Centre Reaseheath (the College) is committed to providing an inclusive environment for students. The College recognises that assistance dogs provide invaluable support to individuals with a range of disabilities.

### **2. Aim**

- 2.1 This document explains the College's policy relating to assistance dogs on the College's campus and in College residential accommodation.

### **3. Scope of the Policy**

- 3.1 The College welcomes requests from student applicants relating to assistance dogs on campus including in residential accommodation.
- 3.2 Some areas of the campus may not be accessible to assistance dogs due to health and safety risks, licensing or sector regulations, including, but not limited to, areas of the Zoo and the Food Technology and Production facilities. The College will consider every request on an individual basis and endeavour to make reasonable adjustments to meet individual needs.
- 3.3 The College is unable to accept requests from students for support animals, therapy animals or pets on campus, unless they meet the definition of assistance dog as set out in this policy.
- 3.4 The College may refuse access to the campus to any animal that poses a threat to the safety and security of students, staff, members of the public or college animals on site.
- 3.5 FE Student applicants wishing to discuss their assistance dog and support needs can contact the Learning and Skills Centre on 01270 625131 for advice and guidance on their individual requirements. HE Student applicants can contact the HE Support Team on 01270 613288 for advice and guidance on their individual requirements.

### **4. Definitions**

- 4.1 In this policy assistance dog means a dog with formal identification that has been specifically trained and accredited by a member of Assistance Dogs (UK), its partner agencies or equivalent organisation in another country or a dog assessed as demonstrating evidence in accordance with 4.2 below

4.2 The College will assess individual cases where an assistance dog has not been accredited by a member of Assistance Dogs (UK), its partner agencies or an equivalent organisation in another country. Each case will be presented to the Executive committee to be reviewed. The student/applicant should provide evidence to demonstrate they:

- Have undertaken a temperament assessment with a suitably qualified instructor
- Have been trained to Assistance Dogs (UK) standards by a suitably qualified instructor
- Have been assessed to Assistance Dogs (UK) standards by a suitably qualified instructor
- Can provide evidence of their public liability insurance

Evidence can be in the form of certificates, training and assessment records, insurance documents, testimonials from qualified and recognised professionals (this list is not exhaustive).

## 5. **Responsibilities**

5.1 The College will:

- 5.1.1 ensure that all access requirements are considered with all concerned departments, pre-agreed and communicated to the student before access to the campus and residential accommodation takes place;
- 5.1.2 give consideration to the welfare and wellbeing of the assistance dog when considering an access request or on-going access;
- 5.1.3 notify the relevant staff or students who are living or working in close proximity to the assistance dog;
- 5.1.4 identify and communicate the location of an appropriate spending area for use by the assistance dog;
- 5.1.5 put in place appropriate procedures for dealing with adverse incidents, such as allergic reactions, fear of animal presence, animal misbehaviour or damage to property so that any issues can be managed fairly and effectively.

5.2 The Student will:

- 5.2.1 give consideration to the welfare and wellbeing of the assistance dog when making an access request and maintain the assistance dog in good health and cleanliness for the period of access;

- 5.2.2 remain responsible for the conduct and behaviour of the assistance dog at all times whilst on campus or in residential halls;
- 5.2.3 provide appropriate arrangements for the assistance dog where it cannot be accommodated in lessons or practical sessions in certain areas of the college, as the College is unable to provide kennel facilities;
- 5.2.4 provide valid formal identification about the assistance dog, its owner and details of the training organisation and be able to show this information, if requested to do so by College staff;
- 5.2.5 ensure that the assistance dog is covered by full liability insurance and is relevantly vaccinated and provide copies of this information to the course manager;
- 5.2.6 keep the assistance dog on a lead at all times when in lessons or walking around the College campus;
- 5.2.7 comply with all access restrictions put in place by the College as part of the access arrangements for the assistance dog;
- 5.2.8 clean up after the assistance dog in so far as able and make use of the designated spending area as far as possible. Report any fouling in undesignated areas that cannot be cleaned up to a member of staff so that the facilities department can clean the area;
- 5.2.9 ensure that the dog behaves well on college grounds and presents a safe and reliable temperament.

## 6. **Process and Procedure**

- 6.1 Student applicants wishing to be accompanied by an assistance dog should make a request and discuss their requirements with the course manager at interview.
- 6.2 The student/applicant must supply the course manager with the relevant documentation to evidence the assistance dog's accreditation, vaccination history and liability insurance.
- 6.3 The course manager will carry out appropriate consultation with all concerned department facilities, including the Learning and Skills Centre/the HE Support Team and, if relevant, residential and transport services in order to consider appropriate arrangements and confirm whether reasonable adjustments can be made to provide access to services.
- 6.4 The College will confirm arrangements with the student/applicant, explaining any particular risks or issues with a granting of the request, including any areas of College services where the College considers a requested adjustment to its services to be unreasonable.

6.5 Where the request is granted, any specific adjustments, requirements or restrictions that apply will be explained to the student/applicant. These may include for example, alternative arrangements that the student/applicant may need to put in place for the assistance dog for certain lessons/practicals if the assistance dog is not permitted in those areas.

## 7. Concerns or complaints

7.1. The College may decline to accept or may require the removal of an assistance dog from its campus and accommodation if:

7.1.1 It has not been trained and accredited by a member of Assistance Dogs UK, its partner agencies or equivalent organisation in another country;

7.1.2 the College considers it poses a threat to the safety and security of students, staff, members of the public or college animals on site;

7.1.3 The student does not act in accordance with the criteria set out in this policy and any access arrangements made under this policy, including the responsibilities set out in section 5.2;

7.1.4 It is ill, in poor health, unclean or unkempt.

7.2 If the student or any other student or member of staff has a concern relating to the assistance dog, it should in the first instance be raised with the course manager with a view to resolving the issue informally. If the matter cannot be resolved informally, the complainant should raise a complaint in accordance with the College's complaints policies for FE students and Apprentices or for HE students as appropriate.

## 8. Monitoring, review and equality impact

8.1 This Policy will be reviewed at least every three years and monitored. In monitoring its impact, the College will have due regard to the College's Equality, Diversity and Inclusion Policy and its general Equality Duty.

8.2 This policy is linked to the following policies and documents:

- Equality, Diversity and Inclusion Policy
- Compliments and Complaints Procedure for FE and Apprentices
- HE Student Complaints Procedure

## 9. Equality and Diversity

9.1 The College remains mindful of its duty of care and of its obligations under the Equality Act 2010. The College is fully committed to ensuring equality of opportunity and fairness in all areas of College life and in recognising the value of diversity. This Policy will be implemented

in line with the College's mission and values that recognise, respect, promote and celebrate equality and diversity.

## 10. Publication

10.1 This Policy is published on the College and UCR website and the student and staff intranet.

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