



UKMC – Accessibility and Disabled Students Support Policy

(Applies to all applicants and registered students, at all levels and modes of study)

Date	Author	Summary of Changes	Version	Authorised
24/06/2025	Director of Academic Quality	Document alignment and production	1	Academic Board December 2025
10/08/2026	Director of Academic Quality	Added anticipatory-duty and escalation clauses; clarified adjustment approval routes; named LSP/TLA/LSA; added DSA, digital and physical accessibility provisions.	2 (Draft)	Pending Academic Board approval
11/08/2026	Wellbeing Lead, Head of Quality and Compliance	OfS reference: Aligns policy with current higher education regulation, strengthening compliance, accountability, and support for disabled student outcomes.	2.1	Head of Quality and Compliance 12/08/2026 Academic Board TBC
Policy/Procedure Management and Responsibilities				
Policy/Procedure Owner	The policy is owned by the Head of Wellbeing and supported by the Chief Operating Officer (COO), Academic Services, and Student Success departments. PFF Teams may also help to facilitate the signposting and reasonable adjustments are accommodated in admissions assessment activities.			
Equality Analysis	Wellbeing Department			
Authorised By	Head of Quality and Compliance, and to progress to AB for approval at next committee.			
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Next Review	December 2027			
Internal/External	Staff and Student			
Document Location	UKMC Policies and Legislation			
Linked Documents Internal	Reasonable Adjustment / Support Plan Procedure; Safeguarding Policy; Data Protection Policy; Fitness to Study Policy; Student Contract; Course Changes and Continuity of Study Policy; Complaints and Academic Appeals Procedure			
Linked Documents External	Equality Act 2010; EHRC guidance for HE providers			

Dissemination Plan	This document will be distributed through the academic departments and stakeholders of programme design, approval, monitoring or termination.
Accessibility	Alternative formats available on request — contact Quality@ukmc.ac.uk .

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1. Purpose, Scope and Policy Framework

Purpose

1.1. UK Management College (UKMC) is committed to providing an inclusive learning environment in which students can access, participate in, and benefit from their studies on an equitable basis. This is a key facilitator of support tied with our Access and Participation Statement.

1.2. This Policy sets out UKMC's approach to supporting applicants and students with disabilities, long-term health conditions, learning differences, or other access-related needs, and explains how reasonable adjustments and support arrangements are identified, implemented, and reviewed.

1.3. The purpose of this Policy is to ensure that students are not placed at a substantial disadvantage, in comparison with others, when engaging with learning, teaching, assessment, facilities, services, or academic processes, while maintaining academic standards and the integrity of awards.

1.4. This Policy forms part of UKMC's wider framework for fair treatment of students and should be read alongside the Student Contract, the Course Changes and Continuity of Study Policy, the Refund and Compensation Policy, and relevant awarding body academic regulations.

Scope

1.5. This Policy applies to: all applicants considering study at UKMC; and all registered students of UKMC.

1.6. The Policy applies regardless of mode of study, subject area, level of study, or awarding body.

1.7. The Policy applies at all stages of the student lifecycle, including pre-application and application; offer and acceptance; registration and enrolment; teaching, learning and assessment; and progression, interruption, and completion of study.

1.8. Nothing in this Policy alters the academic standards, learning outcomes, or assessment requirements approved by awarding bodies, nor does it remove UKMC's obligations under equality legislation.

Relationship to Awarding Bodies

1.9. Where programmes are delivered by UKMC on behalf of an awarding body, this Policy operates alongside the academic regulations and policies of that awarding body.

1.10. In matters relating to academic standards, assessment requirements, progression and awards, awarding body regulations take precedence.

1.11. In matters relating to student support, accessibility, reasonable adjustments, information provision, and service delivery, UKMC remains responsible, subject to awarding body requirements where applicable.

Policy Ownership

1.12. This Policy is owned by UKMC Wellbeing Department and is implemented through the College's academic, student support and governance structures.

2. Definitions

For the purposes of this Policy, the following definitions apply:

2.1 Accessibility

The extent to which learning, teaching, assessment, facilities, services and information are designed or adapted to enable students to participate fully and equitably in their studies.

2.2 Disability

A physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities, as defined by the Equality Act 2010.

2.3 Disabled Student

A student who has disclosed a disability, long-term health condition, learning difference, or other impairment that may affect their ability to access learning, assessment or services without appropriate support or adjustments.

2.4 Learning Difference

A neurological or cognitive difference, such as dyslexia, dyspraxia, ADHD or an autism spectrum condition, that may affect how a student learns, processes information or demonstrates learning.

2.5 Reasonable Adjustment

A change or adaptation made by UKMC to remove or reduce a substantial disadvantage experienced by a disabled student, provided that the adjustment is reasonable, does not compromise academic standards, and is consistent with awarding body requirements.

2.6 Support Needs

Requirements arising from a disability, health condition or learning difference that may require adjustments, additional support or alternative arrangements to enable a student to engage fully with their studies.

2.7 Disclosure

The process by which an applicant or student informs UKMC staff, intentionally or unintentionally, of a disability, health condition, learning difference or support need.

2.8 Evidence

Appropriate documentation or professional confirmation used to support the identification of a disability or support need, which may include medical, psychological or educational evidence.

2.9 Applicant

An individual who has applied for a place of study at UKMC but has not yet completed registration.

2.10 Registered Student

An individual who has accepted an offer and completed the formal registration process with UKMC.

2.11 Awarding Body / Awarding Partner

The university or awarding organisation responsible for setting academic standards and awarding the final qualification.

2.12 Student Contract

The legally binding agreement between UKMC and the student, which sets out the terms and conditions governing the provision of educational services.

2.13 Material Information

Information that a reasonable applicant or student would need in order to make an informed decision about applying for, accepting an offer, or continuing their studies.

2.14 Learning Support Plan (LSP)

A formal, ongoing support plan agreed for a student with a disclosed disability or long-term support need, recorded and maintained on EBS.

2.15 Temporary Learning Agreement (TLA)

A support plan agreed for a student with a short-term issue affecting their study, recorded and maintained on EBS.

2.16 Learning Support Agreement (LSA)

An interim arrangement of academic support that UKMC may put in place without formal evidence, pending assessment of a longer-term support need (see clause 4.6).

3. Regulatory and Sector Context

3.1. This Policy has been developed within the context of UKMC's legal, contractual and sector responsibilities relating to accessibility, equality and fair treatment of students.

3.2. UKMC's approach to accessibility and disabled students support is informed by relevant equality legislation, including the Equality Act 2010, which places a duty on education providers to make reasonable adjustments to remove substantial disadvantage experienced by disabled students.

3.3. The Policy has been informed by established sector good practice and external guidance relating to the fair treatment of students, including principles articulated by the Competition and Markets Authority in relation to consumer protection, and by the Office of the Independent Adjudicator in relation to fair outcomes and remedies.

The Policy is also informed by relevant Office for Students (OfS) regulatory requirements and guidance relating to equality of opportunity, student outcomes and the experiences of disabled students.

3.4. In addition, UKMC's approach is informed by regulatory expectations relating to the provision of clear, accurate and accessible material information to applicants and students, particularly in relation to support arrangements, reasonable adjustments and continuity of study.

3.5. While external legislation and guidance inform this Policy, the Policy itself is owned and implemented by UKMC and operates as part of the College's internal framework for student support, accessibility and inclusive practice.

3.6. Nothing in this section limits UKMC's responsibility to take decisions that are appropriate to its context as an education provider, or to apply this Policy in a manner that is proportionate, reasonable and consistent with academic standards and awarding body requirements.

3.7. UKMC's approach to disclosure and to the operation of reasonable adjustments (see Sections 4 and 5) has also been informed by the Equality and Human Rights Commission's advice note for the higher education sector following [University of Bristol v Abraham](#), which addresses the anticipatory nature of the duty to make reasonable adjustments and the importance of clear escalation arrangements where an agreed adjustment is not implemented.

UKMC will have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations between disabled and non-disabled students when developing and reviewing its policies, procedures and services.

4. Disclosure and Accessing Support

4.1. UKMC encourages applicants and students to disclose any disability, long-term health condition, learning difference or other support need as early as possible. Early disclosure enables the College to consider appropriate support arrangements and, where possible, to put reasonable adjustments in place in a timely manner.

4.2. Disclosure is voluntary. Applicants and students are not required to disclose a disability or support need; however, UKMC may be limited in its ability to provide support or reasonable adjustments if information is not disclosed.

4.3. Disclosure may take place at any stage of the student lifecycle, including during the application process; at the point of offer or acceptance; during registration and enrolment; or at any point during a student's studies if circumstances change.

4.4. Applicants who wish to disclose a disability or support need should contact the College admissions at admissions@ukmc.ac.uk, while students should use the [Student Wellbeing at UKMC](#) portal. UKMC will ensure that clear and accessible contact information is available to enable students to seek advice or support, including via the application form, EBS, email, the Wellbeing request form, the Disability disclosure form, or referral from a Personal Academic Tutor (PAT) or lecturer.

4.5. Where a disclosure is made, UKMC may request appropriate evidence to understand the nature of the support need and to assess what reasonable adjustments may be proportionate. Any request for evidence will be proportionate and relevant to the support being considered.

4.6. UKMC recognises that some students may be unable to provide formal evidence immediately. In such cases, the College may implement interim or provisional support arrangements — an LSA

(Learning Support Agreement, see clause 2.16) — where this is reasonable, pending receipt of supporting documentation.

4.7. Information provided through disclosure will be treated sensitively and confidentially. Information will be shared internally only on a need-to-know basis for the purpose of arranging support, implementing reasonable adjustments, or meeting legal or safeguarding obligations, and in accordance with UKMC's IT Security and Data Protection Policy available at [UKMC Policies & Legislation](#)

4.8. UKMC will not disadvantage an applicant or student as a result of disclosing a disability or support need. Disclosure will not be used to refuse admission or to impose conditions that are unrelated to the academic or professional requirements of the course.

4.9. Where a student chooses not to disclose a disability or support need, or chooses to limit the information provided, UKMC will respect that decision, however, non-disclosure may limit the degree of related support or implementation of a reasonable adjustment.

4.10. UKMC recognises that not all students will formally disclose a disability or support need. Where a member of staff, including a Personal Academic Tutor, lecturer, or other member of the academic or support team, has reasonable grounds to believe a student may have an unmet support need (for example, based on patterns of attendance, engagement, or performance), they should refer the student to the Wellbeing/Disability team so that appropriate support can be considered. This reflects UKMC's approach to the anticipatory nature of the duty to make reasonable adjustments (see clause 3.7).

4.11. Students are encouraged to inform the College promptly if their circumstances change, or if existing support arrangements are no longer effective, so that adjustments can be reviewed.

5. Assessment and Implementation of Reasonable Adjustments

5.1. Where a disability or support need has been disclosed, UKMC will consider whether reasonable adjustments are required to remove or reduce any substantial disadvantage experienced by the applicant or student.

5.2. The assessment of reasonable adjustments will consider the nature and impact of the disclosed disability or support need; the barriers encountered in learning, teaching, assessment or access to services; the academic requirements and learning outcomes of the course; awarding body regulations and assessment requirements; and the practicality and reasonableness of the proposed adjustment.

5.3. Reasonable adjustments may relate to, but are not limited to: teaching and learning activities; assessment methods or arrangements; learning materials and formats; timetabling or scheduling; and access to facilities, resources or services.

5.4. Adjustments will be designed to support equitable access and participation without lowering academic standards or altering the intended learning outcomes of the course.

5.5. Where assessment adjustments are required, these will be implemented in accordance with awarding body assessment regulations. UKMC will liaise with the awarding body where necessary to ensure that adjustments are appropriate and permissible.

5.6. UKMC will normally confirm agreed reasonable adjustments in writing, setting out the adjustments to be implemented, the duration of the adjustments, where relevant, and any review points or conditions that apply. Adjustments relating to teaching and in-course support are approved by the relevant Course Director of the course, and recorded as a Learning Support Plan (LSP) or Temporary Learning Agreement (TLA) on EBS, as appropriate (see clauses 2.14–2.15).

5.7. Reasonable adjustments may be temporary or ongoing, depending on the nature of the support need. Adjustments will be reviewed at least once per semester, or sooner if circumstances change.

5.8. UKMC recognises that not all requested adjustments may be considered reasonable. Where an adjustment cannot be agreed, the College will explain the reasons for this decision and, where possible, explore alternative arrangements. Decisions will be made by the College based on evidence, proportionality and academic requirements.

5.9. Where a student disagrees with a decision relating to reasonable adjustments, they may raise the matter through the College's Complaints Procedure. This can be done in the first instance by contacting the Academic Services department academic.services@ukmc.ac.uk.

5.10. UKMC will take reasonable steps to ensure that staff involved in teaching, assessment and student support are informed of agreed adjustments on a need-to-know basis, to enable effective implementation.

5.11. Where an agreed reasonable adjustment has not been implemented, students and staff should raise this promptly through EBS. UKMC will treat reports of non-implementation as time-sensitive and aims to resolve them within 5 working days of being raised, with priority given to cases where an assessment is imminent.

6. Teaching, Learning and Assessment Support

6.1. UKMC is committed to promoting accessible and inclusive teaching, learning and assessment practices that support student engagement and progression.

6.2. The College will take reasonable steps to ensure that teaching and learning activities are designed and delivered in ways that minimise unnecessary barriers to participation, considering the diverse needs of students.

6.3. Learning materials will, where reasonably practicable, be provided in accessible formats and in a timely manner to enable students to prepare for and participate effectively in learning activities. If there is need to provide the materials in alternative formats, this can be requested via the Wellbeing Team.

6.4. UKMC will encourage the use of inclusive teaching approaches, including clear and structured communication of learning objectives and assessment requirements; varied teaching methods to support different learning styles; opportunities for students to ask questions and seek clarification; and reasonable flexibility in delivery methods where appropriate.

6.5. Assessment practices will be designed to assess achievement of learning outcomes fairly and consistently. Where reasonable adjustments are agreed, assessment arrangements will be adapted in accordance with awarding body regulations.

6.6. Course Directors and Lecturers will ensure that students are provided with clear information about assessment methods, marking criteria and feedback processes, including any adjustments that apply.

6.7. Feedback on assessed work will be provided in a clear and constructive manner, and in formats that take account of agreed reasonable adjustments where applicable.

6.8. Where courses involve practical activities, group work or presentations, Lecturers will consider how reasonable adjustments can be made to enable equitable participation without compromising academic or professional requirements.

6.9. UKMC will work with awarding bodies where necessary to ensure that inclusive teaching and assessment practices remain consistent with approved programme specifications and academic standards.

6.10 Disabled Students' Allowance (DSA)

Where a student may be eligible for Disabled Students' Allowance, the Disability Officer supports the student with the DSA application and advises on the evidence required.

6.11 Digital Accessibility

UKMC maintains defined accessibility standards for digital learning materials and platforms through the use of dedicated systems such as Virtual Learning Environments (including the VLE, EBS, PDFs, websites and presentation materials).

6.12 Physical Accessibility

Physical accessibility arrangements, including Personal Emergency Evacuation Plans (PEEPs), accessible toilets and lifts, quiet spaces, and accessible parking, are owned and maintained by Campus Managers.

7. Responsibilities of UKMC and Awarding Bodies

UKMC Responsibilities

7.1. UKMC is responsible for providing an accessible learning environment and for implementing this Policy in relation to applicants and students studying at the College.

7.2. UKMC's responsibilities include:

- providing clear and accessible information about support arrangements and reasonable adjustments before and after acceptance of an offer;
- receiving and responding to disclosures of disability or support needs and to staff referrals made under clause 4.10;
- assessing requests for reasonable adjustments in a timely and proportionate manner;
- implementing agreed reasonable adjustments relating to teaching,
- learning, assessment, facilities and services through the relevant Course Director; ensuring that staff involved in teaching, assessment and student support are informed of agreed adjustments on a need-to-know basis;
- operating an escalation route via EBS or accessible system or point of contact where an adjustment is not implemented (see clause 5.11);
- maintaining appropriate records relating to support arrangements and adjustments;
- reviewing and monitoring the effectiveness of adjustments over time.

7.3. UKMC will ensure that decisions relating to accessibility and reasonable adjustments are made fairly, transparently and consistently, and are supported by clear communication with students.

7.4. UKMC remains responsible for student support, service delivery and the implementation of reasonable adjustments, even where programmes are delivered on behalf of an awarding body, subject to awarding body requirements where applicable.

Awarding Body Responsibilities

7.5. In relation to this policy, the Awarding bodies are broadly responsible for the following:

- setting and maintaining academic standards;
- approving programme specifications,
- learning outcomes and assessment frameworks;
- determining assessment regulations and requirements;
- awarding final qualifications.

7.6. Where reasonable adjustments relate to assessment methods, progression requirements or academic regulations, awarding body approval or confirmation may be required. UKMC will liaise with the awarding body as necessary to ensure that agreed adjustments are permissible and appropriately implemented.

7.7. Awarding bodies do not normally have responsibility for the provision of student support services, accessibility arrangements or financial remedies, unless this is expressly stated in partnership agreements.

Shared Responsibilities and Cooperation

7.8. UKMC and its awarding bodies will work cooperatively to ensure that accessibility arrangements and reasonable adjustments support equitable student outcomes while maintaining academic standards.

7.9. Where there is any conflict between this Policy and awarding body academic regulations, awarding body regulations will take precedence in matters relating to academic standards, assessment, progression and awards.

7.10. Nothing in this Policy limits UKMC's responsibility to support students or to provide appropriate remedies in accordance with the Student Contract and UKMC policies.

8. Information Provision and Communication

8.1. UKMC is committed to providing clear, accurate and accessible information to applicants and students about accessibility, disabled students support and reasonable adjustments, so that informed decisions can be made before and during study.

8.2. Information about accessibility and support arrangements will be made available at appropriate stages of the student lifecycle, including prior to application and offer acceptance; at the point of registration and enrolment; and throughout a student's period of study.

8.3. Pre-contract information provided to applicants will include an overview of the support available to disabled students; how and when to disclose a disability or support need; how reasonable adjustments are assessed and implemented; and where to access further advice or support before accepting an offer.

This happens at the application stage and options for disclosure prior to the admissions assessments.

8.4. Information provided to registered students will include confirmation of agreed reasonable adjustments; information about review points or changes to support arrangements; guidance on how to request additional or revised adjustments; and signposting to relevant policies and procedures, including the Complaints Procedure.

8.5. UKMC will take reasonable steps to ensure that information is communicated in formats that are accessible to students, taking account of known support needs where possible.

8.6. Where changes occur that may affect a student's access to learning, teaching, assessment or support services, UKMC will communicate such changes clearly and in a timely manner and will explain any options available to the student.

8.7. Communication relating to accessibility and support will be handled sensitively and respectfully and will avoid unnecessary disclosure of personal information in line with the Data Protection Act.

9. Training and Guidance

10.1 The College will provide guidance and support to staff to enable them to implement inclusive teaching and assessment practices effectively.

10.2 Training includes disability awareness, inclusive teaching practice, accessibility obligations and implementation of reasonable adjustments. Reasonable-adjustment training is a requirement for staff on an annual basis.

10.3 The Wellbeing Department will ensure that staff responsible for admissions, teaching, assessment and student support have access to appropriate guidance to enable consistent and accurate communication with students.

10. Review, Monitoring and Governance

9.1. UKMC will monitor the effectiveness of this Policy to ensure that accessibility arrangements and reasonable adjustments are implemented consistently and remain appropriate to student needs.

9.2. Monitoring includes review of the following anonymised data:

- disclosure numbers
- support plan number

- disability categories
- outcomes/continuation data.
- POLAR, IMD and other metrics relating to regulatory reporting. [Access and participation data dashboard - Office for Students](#)
- Including analysis of attainment, progression and completion outcomes for disabled students compared with the wider student population. and student satisfaction;
- feedback from students on the accessibility of teaching, learning and assessment; consideration of complaints or issues raised relating to accessibility or reasonable adjustments;
- evaluation of how effectively agreed adjustments are implemented in practice.

9.3. The Policy will be reviewed periodically in annual cycle or every 2 years as appropriate, to ensure that it remains current, effective and aligned with UKMC's wider policy framework; changes in legislation or sector guidance; awarding body requirements; and lessons learned from implementation and student feedback.

9.4. Responsibility for oversight of this Policy sits with UKMC's EDI Committee, which reports monitoring data (see clause 9.2) to Academic Board annually. The College will ensure that appropriate senior oversight is in place to support effective implementation and review. The Committee will review trends, risks and actions arising from disability-related student data and feedback as part of its annual assurance responsibilities.

9.5. Any material changes to this Policy will be communicated to students in a timely manner and will be implemented in a way that avoids unnecessary disadvantage.

9.6. This Policy operates alongside other UKMC Tier 1 policies, including the Student Contract, the Course Changes and Continuity of Study Policy, the Refund and Compensation Policy, and the Complaints and Academic Appeals Procedures, together with the Reasonable Adjustment / Support Plan Procedure, Safeguarding Policy, Data Protection Policy and Fitness to Study Policy.