

What general Advice, Guidance & Support is available?

A student guide to accessing help and further advice

The Art School believes that everyone has something to offer and that each applicant and student have their individual specific needs and ways of learning.

For students enrolled at City & Guilds of London Art School, the **Access to Learning Department** provides advice, help and support in the following areas:

- support for learning
- support for disability
- advice and support for health conditions
- advice and support for mental health
- advice and support with anxiety and depression
- the Learning Mentor
- Counselling
- course-based Needs Assessments
- Personal Learning Plans
- assistance with DSA applications
- Advocacy
- pastoral support
- general advice and information

Do not worry if you cannot immediately find what you want, there is an email address below if you need to contact us with any queries.

Any student, at any point in their program, can register with **Access to Learning**.

Registering your information allows us to observe our duty of care and the effective safeguarding of your rights to disclosure and confidentiality.

If you have any particular needs or support issues, early disclosure is essential to ensure the timely provision of any appropriate advice or assistance.

Access to Learning Frequently Asked Questions

Q: How can I inform the Art School of my situation/needs?

A: If you have enrolled, and know that you will need some help with writing, or are worried that a long-term condition means you need to make regular doctors' appointments and you might be late, what should you do?

You should first inform the Art School of your situation or specific needs in one of the following ways:

- disclose your situation on your Application or Enrolment Forms;
- make an appointment with Access to Learning, Mondays 09:30-16:30, term time only: access@cglas.ac.uk
- talk to your Pastoral Tutor, who will, with your permission, advise you and/or refer you to Access to Learning
- talk to your Personal Progress Tutor, or your Head of Department who will also advise and/or will, with your permission, refer you to Access to Learning.

Q: Will my information be treated as confidential?

A: The Art School respects your right to confidentiality in relation to your disclosure.

We will not give out information about your situation or your needs unless you give us permission to do so.

Q: What happens after I have disclosed/ completed registration with Access to Learning?

A: On receipt of the information you have provided, Access to Learning, will email you to arrange a meeting in the first few weeks of the term. The meeting will discuss and identify the type and level of assistance required and what the Art School may be able to provide.

There will be a formal assessment following the meeting to confirm arrangements for assistance, if it is required.

There may be another meeting with you to complete a Learning Plan or an Access Plan, (depending on your situation).

This Plan will set out any specific requirements agreed with you and will be used to ensure that you are provided with the agreed adjustment or support identified.

Q: What should I do if I am planning to apply for Government DSA funding? *

A: Please contact Access to Learning so that we can advise you on making an application. You will need to supply specific information to apply for DSA funding:

- For a specific learning difference such as dyslexia:

Evidence in the form of a post-16 diagnostic assessment, in English, from an educational psychologist or suitably qualified specialist teacher.

- If you have a disability: provide a diagnostic assessment from a relevant professional
- If you have an ongoing situation or health condition that impacts upon your access to learning, making, your well-being or attendance: provide diagnostic and/or valid

documentary evidence of your situation or condition,(such as a letter from your GP or specialist).

Remember not all students are able to apply for DSA funding:

Foundation Diploma students, International students and students enrolled on Diploma courses are usually not funded by Student Finance DSA.

* Student Finance England Disabled Student Allowance: We encourage and assist students with a recognised condition and valid supporting documentation, to apply for government funding wherever possible. Students with a valid diagnosis for conditions such as Dyslexia, M.E, Depressions, Chronic Fatigue Syndrome and many others, are recognised as eligible for DSA. Students enrolled on BA or MA courses can apply online at:

<http://www.yourdsa.com>

Q: I have never been diagnosed with a learning difficulty, but feel that I need some extra advice, support or help, what should I do?

A: Email or visit Access to Learning to discuss your concerns and speak to your Pastoral Tutor for advice.

Q: I need confidential advice that isn't listed above and I would rather discuss it before registering with Access to Learning what should I do?

A: Email or visit Access to Learning to discuss your concerns.

Q: I have a situation or condition that impacts upon my experience /learning /wellbeing what should I do?

A: We always recommend you share this information with your Pastoral Tutor Email or visit Access to Learning to discuss your concerns.

Q: Would tutors and technicians need to know about my situation?

Some staff members may need to know about your situation so that they can provide you with the appropriate assistance or support. It may be necessary to inform other tutors of any relevant information regarding your Learning or Access Plan to ensure you receive what you need to engage with the course.

Disclosure is discussed and agreed with you in advance.

Q: How will staff be told about my situation?

A: Where required staff members will be informed about your needs via the Learning or Access Plan made after your first meeting. We may also e-mail, phone or meet with them, if appropriate.

With your permission we might email your tutor and arrange a meeting to discuss your Learning or Access Plan.

Q: What if I don't want anyone to know about my situation?

A: You may choose to keep all information about your situation, condition or Learning/Access Plans entirely confidential so that information cannot be disclosed to any other person. It is your right to do this - but please be aware that the School will be restricted in its ability to meet your needs if you do so.

Q: Is there ever a time when disclosure may occur without my permission?

A: In the case of an emergency, or if there are concerns about the health safety and/or well-being of you, another student or student group, our Duty of Care will be observed and this may result in disclosure to an appropriate person.

For further information on Student Support here at the Art School, please read our [Equality & Diversity](#) and our [Inclusive Learning & Participation](#) policies describing our attitude to access.